Attendant Console

User Guide

Notice

This Inter-Tel® Attendant Console User Guide is released by Inter-Tel, Inc. as a guide for end-users. It provides information necessary to use the Attendant Console. The contents of this user guide, which reflect current Inter-Tel standards, are subject to revision or change without notice. Some features or applications mentioned may require a future release and are not available in the initial release. Future product features and applications are subject to availability and cost. Some features or applications may require additional hardware and/or specific software.

For sales, service, or technical support, contact your local authorized Inter-Tel reseller.

Comments about this user guide or other technical documentation should be directed to Inter-Tel's Technical Publications Department at: Tech_Pubs@inter-tel.com

All products and services mentioned in this publication are the trademarks, service marks, registered marks, or registered service marks of their respective owners.

Inter-Tel® and Axxess® are registered trademarks of Inter-Tel, Incorporated.

.

©Inter-Tel, Inc. May 2005 printed in US

Quick Reference Guide to Frequently Used Features

These are the **basic** instructions for the most frequently used telephone system and voice mail features. For detailed information on these and other features, refer to the complete instructions in the User Guide.

To place a call

— Type the number in the **Number or Name** box in the Directory and press **ENTER**. (You do not need to enter an outgoing access code for outside calls.)

To answer a call

— Select the **Answer** icon *OR* press **F9**.

To hang up

— Press **F12** *OR* select the **Hang-Up** icon.

To place a call on hold

— Press **F10** *OR* select the **Hold** icon.
— Press **Answer** to remove the call from Hold.

To place a call on *system* hold

— Select the **Sys Hold** icon.

To transfer a call

— Select the destination number in the directory.
— Press **ENTER** to transfer the call to the number.

To transfer to voice mail

— Select the destination number in the directory.
— Select **Voice Mail** in the directory or press **CTRL+ENTER**.

To cancel a transfer

— You can cancel a transfer at any time before the transfer is completed. Select the **Cancel Trn** icon OR press **F6**.

To make a page

— Highlight the desired page zone in the Page Zones dialog and press **ENTER**
OR select **Begin Page**
OR double-click on the desired page zone.
— Make your announcement before the Paging timer expires, then hang up.

©Inter-Tel, Inc. March 2002 printed in USA
Part No. 835.2469-1

MESSAGES

TO LEAVE A MESSAGE AT THE STATION

— Press **CTRL+E** *OR* select the **Mess. Call** icon.

TO LEAVE A VOICE MAIL MESSAGE

— Press **CTRL+O** *OR* select the **Leave VM** icon.

TO LEAVE A SILENT MESSAGE (WITHOUT PLACING A CALL)

— Select an entry in the Directory, and then select **Message** on the Directory.

TO REMOVE A MESSAGE WITHOUT RESPONDING

— From the Messages dialog (displayed through the Tools drop-down menu), highlight the message and select **Remove**.

To remove all the messages in the list, Select **Remove All**.

TO RESPOND TO A MESSAGE

If you have waiting messages, the message indicator on the status bar says MSG and a small lamp symbol appears. Each message is identified with the source of the message, time and date stamp, and the number of the messages from the messaging station.

NOTE: If a station-to-station message is left more than once between the same two extension numbers, the message count will only display "1."

— Highlight the message and click **Reply** *OR* double-click on the message.

If the called station is unavailable (does not answer the call, is busy, or is in do-not-disturb), the message remains in the list and you can try again later or leave your own message for that station.

NIGHT MODE

TO PLACE YOUR SYSTEM IN NIGHT MODE

— Select **Night Mode** from the **Console** drop-down menu and select **On**. Whenever the system is in night mode, the Status bar displays NGT.

NOTE: This procedure places only your system in night mode. In a multi-node network, if you will be placing other nodes into night mode, you may want to program a shortcut key to enable and disable Network Night Mode. For more details, refer to the Attendant Console User Guide.

CONFERENCE CALLS

TO BUILD A CONFERENCE

You can build a conference from calls that are either connected or on individual hold in the main Call List. You cannot add ringing calls.

— Highlight the desired call from the call list.

— Press **CTRL+N** (this option is available only while you are on a call)
OR **CTRL+R**
OR select **Conference**
OR drag and drop the highlighted call onto the **Conference Setup** dialog.
The Console copies the call into the Conference Setup list.

— Repeat for all calls to be included in the conference. There is *no* active conference yet, you still must connect the conference, as described below.
If you copy the wrong call into the Conference tag list, remove it by highlighting it in the Conference Setup list and selecting **Remove Call**. This does not affect the Call List, only the Conference Setup list.

TO CONNECT A CONFERENCE

When you have built your Conference list, you are ready to connect the conference call.

— Select **Begin** on the Conference dialog.

— At any time during the conference, you can add another call into the conference.

VOLUME AND MICROPHONE MUTE

TO ADJUST THE VOLUME

— Select **Up** or **Down** from the Volume drop-down menu
OR press **CTRL+P** to increase the volume or **CTRL+W** to lower the volume.

To save your volume settings, Select **Save** from the **Volume** drop-down menu.

TO MUTE THE MICROPHONE

— Press **CTRL+U** OR Select **Mute** from the **Volume** drop-down menu. (To unmute the microphone, select **Mute** again.)

NOTES

Table of Contents

CONTENTS *PAGE*

Limited Warranty v
Software License Agreement vi

WELCOME 1
About This User's Guide 1
The Major Enhancements in the Version 3.0 Release 1
Related Documentation 2
Part Numbers 2

GETTING STARTED 3
System Requirements 4
Software Requirements 4
Hardware Requirements 4
Telephone System and Network 4
CT Gateway 5
TCP/IP Connections 5
Software Security Key 6
Installing the Attendant Console Software 6
Upgrading the Attendant Console Software 8
Starting the Attendant Console Application 8
Logging On 8
Logging Off 9
Performing a System Refresh 10
Setting Attendant Console Properties 11
User Tab 11
Transfer Tab 14
Program Tab 16
Locations Tab 18
Night Mode Tab 19
Connection Tab 20
Warnings Tab 24
Diagnostics Tab 25

USING ATTENDANT CONSOLE 29
Main Attendant Console Screen 31
Call List 32
Drop-Down Menus 34
Console Drop-Down Menu 34
Call Handling Drop-Down Menu 40
Directory Drop-Down Menu 43
Volume Drop-Down Menu 55
Shortcuts Drop-Down Menu 56
View Drop-Down Menu 63

©Inter-Tel, Inc. May 2005 printed in USA

Tools Drop-Down Menu 69
Help Drop-Down Menu 82
Handling Calls 83
Placing Calls 83
Answering Calls 83
Hanging Up 84
Transferring Calls 85
Putting Calls on Hold 90
Conference Calls 91
Inter-Station Messages 93
Dialing a Feature Code 95
Dialing Digits 96
Programming Station Information 97
Station Tab 99
DND/Reminder Tab 104
Administrator Database Programming Planning Sheets 106

TROUBLESHOOTING 109

Troubleshooting OAI Connections 109
Frequently Asked Questions about OAI Configuration 109
Troubleshooting the Installation 113
Error Messages 114
Connection Errors 114
Frequently Asked Questions 124
Attendant Console Setup Options 124
Screen Will Not Pop-Up 124
Directories 124
Muting Your Phone Microphone 125
Volume 125
Conference Calls 125
Dialing a Feature Code or Digits while on a Call 125
Time Differences 126
Mailbox Settings 127
Statistics 127
Database Programming 127

INDEX 129

©Inter-Tel, Inc. May 2005 printed in USA

Limited Warranty

Inter-Tel, Inc. warrants the physical diskette(s) and physical documentation enclosed herein (but not any diskettes or documentation distributed by you) to be free of defects in materials and workmanship for a period of sixty days from the purchase date. If Inter-Tel Integrated Systems receives notification within the warranty period of defects in materials or workmanship, and such notification is determined by Inter-Tel Integrated Systems to be correct, Inter-Tel Integrated Systems will replace the defective diskette(s) or documentation. DO NOT RETURN ANY PRODUCT UNTIL YOU HAVE CONTACTED YOUR DEALER. YOUR DEALER WILL BE RESPONSIBLE FOR OBTAINING RETURN AUTHORIZATION.

The entire and exclusive liability and remedy for breach of this Limited Warranty shall be limited to replacement of defective diskette(s) or documentation and shall not include or extend to any claim for or right to recover any other damages, including but not limited to, loss of profit, data, or use of the software, or special, incidental, or consequential damages or other similar claims, even if Inter-Tel Integrated Systems has been specifically advised of the possibility of such damages. In no event will Inter-Tel Integrated System's liability for any damages to you or any other person ever exceed the lower of suggested list price or actual price paid for the license to use the software, regardless of any form of the claim.

THIS WARRANTY IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THIS LIMITED WARRANTY. Specifically, Inter-Tel Integrated Systems makes no representation or warranty that software is fit for any particular purpose and any implied warranty of merchantability is limited to the sixty-day duration of the Limited Warranty covering the physical diskette(s) and documentation only (and not the software) and is otherwise expressly and specifically disclaimed.

This Limited Warranty does not apply to any products damaged by improper handling, normal wear and tear, accidents, lightning damage, negligence, or improper use or maintenance and does not apply to products altered without authorization by Inter-Tel Integrated Systems.

This Limited Warranty gives you specific legal rights; you may have others which vary from state to state. Some states do not allow the exclusion of incidental or consequential damages, or the limitation on how long an implied warranty lasts, so some of the above may not apply to you.

Software License Agreement

THE FOLLOWING IS A LICENSE AGREEMENT RELATING TO THE INTER-TEL SOFTWARE. PLEASE CAREFULLY READ ALL OF THE TERMS AND CONDITIONS BEFORE PROCEEDING. THE SOFTWARE REFERENCED HEREIN IS LICENSED IN ACCORDANCE WITH THE FOLLOWING TERMS AND CONDITIONS. IF YOU DO NOT ACCEPT SUCH TERMS AND CONDITIONS YOU WILL NOT BE PERMITTED TO USE THE SOFTWARE. IF YOU ACCESS OR USE SUCH SOFTWARE IN CONTRAVENTION OF THE TERMS AND PROVISIONS OF THIS AGREEMENT, YOU WILL BE SUBJECT TO PROSECUTION TO THE FULLEST EXTENT PERMITTED BY LAW.

Definitions:

"You" means, and "Yours" refers to the original end user purchaser of the Inter-Tel Software Programs. "Computer" means a computer consisting of a single central processing unit, one keyboard and one video display terminal. "Inter-Tel Hardware System" means any proprietary system distributed by Inter-Tel Integrated Systems (hereinafter "Company" or "Inter-Tel") that operates by means of the Software. "Authorized Dealer" means an individual or entity currently authorized in writing by agreement and in good standing with Inter-Tel entitling the dealer to sell or license the specific Software covered by this license. "Software" means: the computer programs accompanying this License (including, but not limited to, codes, techniques, software tools, formats, designs, methods, processes, know-how and ideas) and any and all copies, modifications, upgrades, enhancements and new releases thereof made or acquired by You and any and all manuals and other printed materials accompanying this License or the Software

License:

(a) Inter-Tel Integrated Systems, Inc. ("Inter-Tel") grants You a non-exclusive, non-transferable license to install and use the enclosed Inter-Tel Software and accompanying documentation on any one standalone personal computer or Inter-Tel Hardware System (whichever applies). You assume the entire responsibility for the selection and installation of the enclosed Software program(s) in order to achieve desired results. You agree that you are licensing the Program for its end use only and not for resale or redistribution. You must be an Authorized Dealer of the specific Inter-Tel products covered by this license. You will be liable for theft and infringement under applicable patent, copyright and trademark laws of the United States for unauthorized use of the Software covered by this license.

Inter-Tel reserves all rights in and to all patents, copyrights, trademarks, mask works and any other proprietary rights contained or embodied in the Software.

(b) You may make one (1) copy of the Inter-Tel Software program(s) contained on diskette(s) for back-up purposes only, provided that You reproduce and place the Inter-Tel copyright notice on the backup copy. You may make one (1) copy of the Software program(s) onto one (1) hard drive. You may not copy the Inter-Tel Software program(s) contained on any media other than diskette; e.g., hard disk drive, ROMs, PALs, Software Protection Key, etc.

(c) You are hereby notified that contained third-party suppliers and vendors are third-party beneficiaries to this Agreement to the extent that the Software contains software, programming and other materials provided by such third-party suppliers and vendors. Such provisions are made expressly for the benefit of and are enforceable by such third-party suppliers and vendors in addition to Inter-Tel.

Non-Permitted Uses:

(a) You may not use the enclosed program(s) on more than one standalone personal computer or Inter-Tel Hardware System at a time and may not load the Software onto any file server or network.

(b) You may not sublicense, assign or transfer Your rights under the Agreement without the prior written permission of Inter-Tel.

(c) You may not use, copy, alter or transfer, electronically or otherwise, the Inter-Tel Software (program(s) or documentation) except as expressly allowed in this Agreement.

(d) You may not translate, reverse engineer, disassemble or decompile the Inter-Tel Software.

(e) You agree that you are licensing the Program for its end use only and not for resale or redistribution.

Term:

This Agreement is effective from Your date of purchase and shall remain in force until terminated. You may terminate the Agreement by returning to Inter-Tel the original diskette(s), ROMs, PALs, or other applicable software media and all copies of the Inter-Tel software program(s). The Agreement is also terminated if You fail to comply with any term or condition of this Agreement. You agree to return to Inter-Tel the original diskette(s) and other applicable software media and all copies of the Inter-Tel Software program(s) upon such termination. The Company may immediately terminate this license upon notice to you, whereupon you shall immediately destroy all copies of the Program.

Warranty:

(a) Inter-Tel warrants to You that the diskette(s), and/or other applicable software media on which the Inter-Tel Software program(s) are furnished are not defective under normal use for a period of ninety (90) days from the date of purchase, as evidenced by a copy of Your sales receipt.

(b) Inter-Tel and its third-party suppliers and vendors' liability and Your exclusive remedy shall be the replacement of any diskette(s) and/or other applicable software media that do not meet the warranty and which are returned to Inter-Tel or an authorized dealer together with a copy of Your paid receipt. THE ABOVE IS THE ONLY WARRANTY OF ANY KIND. ALL OTHER WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE ARE HEREBY DISCLAIMED. This warranty gives You specific legal rights and You may also have other rights which may vary from state to state.

You acknowledge that the Program, including the related documentation and any new releases, modifications and enhancements thereto, belongs to the Company, and that the Company retains all right, title and interest in and to the Program. You further acknowledge that the Program and information relating thereto constitute valuable trade secrets of the Company. You agree to comply with the terms and conditions of this Agreement and agree to treat the Program as the confidential and proprietary information of the Company.

You shall be solely responsible for the supervision, management and control of your use of the Program and related products and documentation. You hereby indemnify and hold harmless the Company and its affiliates (the Indemnified Parties) against any loss, liability, damages, costs or expenses suffered or incurred by the Indemnified Parties at any time as a result, of any claim, action or proceeding arising out of or relating to your use, operation or implementation of the Program. For purposes of this Agreement, affiliate means any Company division or subsidiary or any other affiliated entity involved in the manufacture or wholesale distribution of Company products.

The Indemnified Parties shall not be responsible, and you shall have no recourse against the Indemnified Parties, for any loss, liability, damages, costs or expenses which may be suffered or incurred at any time by you as a result of your reliance upon or use of the Program, or as a result of any claim, action or proceeding against you arising out of or relating to the use of the Program, or as a result of your defense of any such claim, action or proceeding.

Limits Of Liability:

In no event shall Inter-Tel or its third-party suppliers and vendors be liable for any losses (whether in tort, contract or otherwise) incurred in connection with the purchase, sale, possession, operation, or use of the Software (separately or in combination with other products) including, but not limited to loss of time, loss of anticipated profits, loss of data, loss of information, loss of business, loss of revenue, loss of goodwill or loss of anticipated savings or other business losses, losses relating to routing or programming errors, unauthorized use or access of all intrastate, interstate, and international long distance services, or such access or use by voice mail, DISA, auto attendant, or 800 or 900 services by end-users or unrelated third parties, losses related to the use of copyrighted music with Inter-Tel Software, and to the extent such limitation is permitted by applicable law, losses and damages resulting from physical injury to tangible property or death or injury of any person whether arising from Inter-Tel's negligence, breach of contract or otherwise. IN NO EVENT SHALL INTER-TEL OR ITS THIRD-PARTY SUPPLIERS AND VENDORS BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, DIRECTLY OR INDIRECTLY ARISING FROM USE OR INABILITY TO USE THE SOFTWARE, SEPARATELY OR IN COMBINATION WITH OTHER PRODUCTS. IN NO EVENT SHALL THE TOTAL LIABILITY OF INTER-TEL DAMAGES EXCEED THE AMOUNT PAID BY YOU FOR THE SOFTWARE.

Entire Agreement:

This Agreement constitutes the entire agreement between You and Inter-Tel and supersedes any and all prior agreements between Inter-Tel and You with regard to the Inter-Tel Software. No amendment, modification or waiver of this Agreement will be valid unless set forth in a written instrument signed by the party to be bound thereby. This Agreement shall be governed by the laws of the State of Arizona. No failure or delay on the part of Inter-Tel to enforce its rights hereunder shall operate as a waiver of any right.

This Agreement and any disputes arising hereunder shall be governed by the laws of the State of Arizona, United States of America, without regard to conflicts of laws principles. The parties hereby expressly exclude the application of the U.N. Convention on Contracts for the International Sale of Goods to the Agreement.

Government Restricted Rights:

The Software is provided with restricted rights. Use, duplication or disclosure by the government is subjected to restrictions set forth in subparagraph c (1) (ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 (Oct. 1988) and FAR 52.227-14 and 52.227-19 (June 1987). Contractor is Inter-Tel Integrated Systems, Inc., Chandler, Arizona 85226.

Welcome

Thank you for purchasing Inter-Tel's Attendant Console version 3.0 software package. The Attendant Console streamlines system attendant operations by linking the call processing capability of your Inter-Tel telephone system with your personal computer (PC).

The Attendant Console software is loaded on your PC and runs on Microsoft Windows 98, Windows 2000, Windows Millennium Edition, Windows NT 4.0 with Service Pack 3 or higher, and Windows XP.

About This User's Guide

This user guide provides all of the information you will need to use the Attendant Console and its features.

- *Getting Started* includes installation instructions that tells how to set up your Attendant Console.
- *Using the Attendant Console* includes basic call handling instructions and other information you need to know to start using Attendant Console features.
- *Troubleshooting* covers error handling, troubleshooting procedures and frequently asked questions.

The Major Enhancements in the Version 3.0 Release

- **Extended Information in the Directory List** (see page 44) — Provides additional information for stations and hunt groups in a ToolTip popup screen.
- **Directory Properties** (see page 51) — Allow you to change the properties of a directory entry.
- **Support for Axel AX4010 Office Server** (see page 4) — Can be used as a System OAI (Open Architecture Interface) Server. The Axel Server allows up to four RS232 Serial Ports to communicate over a LAN (Local Area Network) using IP (Internet Protocol). For more details, refer to the *Axel AX4010 Office Server Installation Manual,* part no. 935.3913.
- **Directory Index Buttons** (see page 67) — Allow you to search the directory using the number or alphabet index buttons.
- **Configuration Wizard** (see page 39) — Displays the most suitable settings for your Console to simplify programming various Attendant Console configuration options.
- **Automatic System OAI Server Discovery** (see pages 21) — Automatically finds OAI Servers on your LAN.

- **Customized Toolbar** — Allows you to choose toolbar buttons that are to be displayed on the Toolbar (see page 64).
- **Import/Export User Setting** — Simplifies programming configuration by importing/exporting existing user settings (see pages 35 and 37).

Related Documentation

In addition to this user's guide, you should become familiar with the user's guide for your phone.

If you are a System Administrator, you should also obtain a copy of the telephone system *Administrator's Guide* for instructions on using the special Administrator features.

Part Numbers

The Attendant Console is available in the following packages:

PACKAGE	PART NUMBER
Multi-Node Attendant Console V3.0	**550.5310**
Upgrade Multi-Node Attendant Console V3.0	**550.5311**
• Security Key Console Multi-Node	827.9103
• CD-ROM	827.9272
• Attendant Console Software	827.9533
• Attendant Console V3.0 User Guide	835.2270
• Key Caps Label	809.2018
Single Node Attendant Console V3.0	**550.5312**
Upgrade Single Node Attendant Console V3.0	**550.5313**
• Security Key Console Single-Node	827.9129
• CD-ROM	827.9272
• Attendant Console Software	827.9533
• Attendant Console V3.0 User Guide	835.2270
• Key Caps Label	809.2018

NOTE: The software is provided on the CD-ROM (827.9272).

Getting Started

This chapter contains instructions for installing and setting up your Attendant Console.

SECTION CONTENTS **PAGE**

System Requirements 4
- Software Requirements 4
- Hardware Requirements 4
- Telephone System and Network 4
  - Attendant Console 5
  - Attendant Console Database Programming 5
- CT Gateway 5
- TCP/IP Connections 5
- Software Security Key 6

Installing the Attendant Console Software 6
- Upgrading the Attendant Console Software 8

Starting the Attendant Console Application 8
- Logging On 8
- Logging Off 9

Performing a System Refresh 10

Setting Attendant Console Properties 11
- User Tab 11
- Transfer Tab 14
- Program Tab 16
- Locations Tab 18
- Night Mode Tab 19
- Connection Tab 20
- Warnings Tab 24
- Diagnostics Tab 25

SYSTEM REQUIREMENTS

Software Requirements

- Microsoft Windows 98/2000/NT4.0/ME/XP Operating System
- TCP/IP protocol installed on your PC

Hardware Requirements

- Digital Endpoint, AgentSet, IP PhonePlus, or IP SoftPhone.

> **NOTICE**
> Do not use an IP endpoint operating in SIP mode.

- PC-compatible computer with a 100 MHz Pentium or higher processor (200 MHz or higher is recommended)
- 24 MB of RAM, with a minimum of 25 MB available hard disk space (32 MB is recommended)
- CD-ROM drive for installation from CD
- A monitor with 800 x 600 resolution or higher (1024 x 768 recommended)
- Keyboard and two-button mouse
- Parallel port or USB port (for the software security key)
- A headset (recommended, but not required)

Telephone System and Network

Attendant Console can be used with Inter-Tel's Axxess Converged Communications Platform or Inter-Tel's 5000 Network Communications Solutions.

- The Inter-Tel Axxess system must be using version 5.1 or later software on all nodes (5.119 or later recommended) and the Inter-Tel 5000 system must be running version 1.0 and later.
- Must have a TCP/IP connection to a System OAI Server for the Axxess system (CT Gateway, System OAI Switch Transceiver, or Axel Office Server) or a direct TCP/IP connection to the Call Processing Card (CPC), Call Processing Server - previously called Windows NT-Based CPU or to the CS-5200/5400 in the Inter-Tel 5000 system.
- System OAI Events and System OAI Third Party Call Control Premium Features must be enabled on all nodes for the Axxess system or you must have the Premium Features Licensing for the Inter-Tel 5000.
- Headset mode must be enabled at your endpoint if using a headset (not a requirement).

- In Station Programming, your endpoint should have the Headset Connect Tone option enabled.
- If the network has multiple Voice Processing Units, they must have remote mailboxes on the system where the Attendant Console is located to allow the Attendant Console user to leave voice mail messages for all mailboxes through the mailbox associated with the Attendant Console's extension.

Attendant Console

- The outgoing feature codes must be identical on all nodes if you will be using remote call forward programming across nodes.

Attendant Console Database Programming

- The station database programming password must be identical on all nodes if you will be using the Attendant Console's database programming feature.
- Each node has its own list of Do-Not-Disturb (DND) or Reminder messages that can be used only on that node. Programming DND or Reminder messages in the Console Database Programming overrides any existing messages in a network.
- In order to use the Database Programming feature, you must be a System Administrator.

Refer to the system's *Installation and Maintenance Manual* for more information on the system features.

CT Gateway

The Attendant Console provides call handling for either a single system or multi-node system network. In order to support a multi-node system network, the Attendant Console must have a TCP/IP connection to a CT Gateway that supports a multi-node network.

The CT Gateway coordinates events and commands from all connected sources, allowing you to access and control devices on multiple system systems.

Refer to the system's *Installation and Maintenance Manual* for more information on the CT Gateway.

TCP/IP Connections

TCP/IP provides diagnostic and connectivity tools for connecting to other systems and to a network. For TCP/IP to work on your computer, it must be configured with IP addresses, subnet masks, and a default gateway for each network adapter on the computer. To determine if TCP/IP is installed on your computer, check with your Network Administrator.

Software Security Key

The software "key" is a small security device that must be attached to your PC's parallel port or USB port to fully enable the Attendant Console software. Without the key, the software will only work in "demo" mode. The software key does not affect the functionality of the parallel or USB port itself. Any device that you would normally connect to the parallel port can also be connected through the software key.

To install the software key, simply shut down Windows, turn off the power switch on your PC, and attach the appropriate end of the device to the parallel port or USB port on the back of your PC.

INSTALLING THE ATTENDANT CONSOLE SOFTWARE

The Attendant Console software is supplied on CD-ROM. The instructions assume that a Microsoft Windows-based operating system is installed on your PC and that you are familiar with basic Windows navigation and using the mouse. Before installation, ensure that the Windows operating system is running and that all Windows applications and any previous versions of the Attendant Console are closed.

The software security key *must* be attached to the parallel port or USB port on your PC for you to use the Attendant Console software. Without the key, the software will remain in demonstration mode. The key does not affect the functionality of the parallel port. Any device that connects to the parallel port can be connected through the software key.

1. Shut down Windows and turn off the power switch on your system's PC.
2. Attach the appropriate end of the software key to the parallel port on the back of your PC.

   NOTE: You may use the same installation CD for more than one PC. However, each PC must have its own software security key.

3. Restart the computer.
4. Insert the Attendant Console CD-ROM into the drive.
5. From the Windows Start menu, select **Run**.
6. Use the Browse button to locate the Attendant Console directory on the CD-ROM and select setup.exe. Then click **OK**. A license agreement dialog appears.

   NOTE: During the installation, pressing **ESC** or **Cancel** will exit the setup program without completing the installation.

7. After reading the license agreement, click **YES** to begin the installation.
8. A Welcome screen appears, click **Next** to continue.

9. A dialog box appears that asks for the desired destination directory name. Enter `<Drive>:\Program Files\Attendant Console`, if it is not displayed, or the directory where the Attendant Console files will be stored on the selected drive. Click **Next** to continue (or **Cancel** to exit without performing the installation).
10. Follow the directions outlined by the installation wizard, clicking **Next** to advance to the next screen. You can either chose to have the Console automatically configure the settings or program the following information manually.
    - **IP Address:** Enter the IP address of your System OAI Server.
    - **TCP Port:** Enter the port number of the System OAI Server.
    - **OAI Password:** Enter the password required by the System OAI Server.
    - **Extension:** Enter your extension number.
    - **Enter Station Password:** Enter the station password programmed for your station. (At default, this is your extension number.)
    - **Toll Length:** If the dialed number exceeds this length, the toll digits are dialed. The default toll length is 10. For example, if the toll length is set to 10 and the toll digit is set to 1, and the user dials a ten-digit number (6029619000), then the Attendant Console automatically appends the toll digit(s) to the dialed number (16029619000).
    - **Toll Digit(s):** These are the digits required to make a toll call. In the U.S., this is usually a "1."

    NOTE: Areas that use 10-digit dialing for local calls should leave the Toll Digit(s) field blank.
11. Click **Next**. The software installation will continue loading files.
12. *After all files have been installed,* the Attendant Console will display a window asking if you want to add a shortcut for the Attendant Console to the Windows Start Menu or the desktop and if you want to launch the Attendant Console on start-up. Answer as desired.
13. Click **Finish** to complete the installation.
14. The Console will ask you if you would like to perform online registration. Click **Yes** to register or **No** to skip this option. You can register later by selecting **Product Registration** from the Help drop-down menu.

    If you have selected Yes, the Product Registration form appears. Enter the required information in the form and click **Register**.

    — **Clear Form:** Clears all the fields.

    — **Print Form:** Launches Notepad and automatically prints the form.

    — **Register:** Sends the registration information to Inter-Tel.

15. Restart the computer if prompted.

> **NOTE:** If the Console is installed on Windows NT or 2000 and requires a reboot, you must reboot the computer into an administrative account. In other words, to install the console you must have local administrative rights.

Upgrading the Attendant Console Software

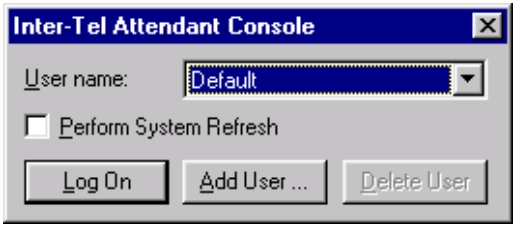
To upgrade existing Attendant Console software to a newer version:

— Simply install the newer version software into the existing Attendant Console directory on your PC.

STARTING THE ATTENDANT CONSOLE APPLICATION

To start the Attendant Console, do the following:

1. Ensure your PC is turned on and running the Windows operating system.
2. From the Windows Start menu, select **Programs**, then select **Inter-Tel Attendant Console**. The log on dialog box displays.

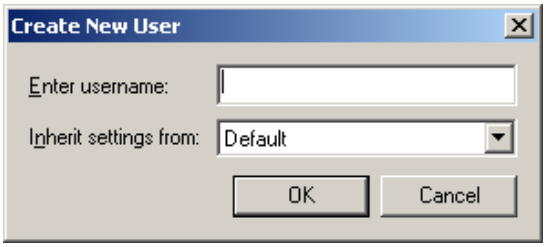


Logging On

You must log on to the Attendant Console before use. If you do not have previously saved settings you can create a new user or log on as Default. The default user has the default features and settings.

IF YOU ARE A NEW USER:

— Click **Add User**. This allows you to set and save your own custom features and settings for use during another session. The following dialog appears.



Type your name in the Enter username field and select a username that you would like to inherit the user settings from, then click **OK**. For information on setting the Attendant Console properties, see "Setting Attendant Console Properties" on page 11.

TO USE PREVIOUSLY SET FEATURES:

— Select the desired name from the drop-down list of previously entered names, then click **Log On**. The system displays the message, "Retrieving System Information."

If this is the first time you have used the Attendant Console, the system will perform a refresh.

NOTE: If a second user logs on, the program automatically logs off the previous user.

TO LOG ON AS A DIFFERENT USER:

1. Select a different user from the list.
2. Click **Log On** or **Add User** from the Attendant Console dialog box.

NOTE: If the Attendant Console does not start immediately, click **Options** and check the settings under the Connection Tab. For further information, see page 114 or the Troubleshooting chapter.

TO REMOVE A USER FROM THE LIST OF NAMES:

— Select the desired username from the drop-down list box, then click **Delete User**.

Logging Off

TO LOG OFF THE CONSOLE:

— Select **Log Off** from the Console drop-down menu (see page 34 for information on drop-down menus).

PERFORMING A SYSTEM REFRESH

The Attendant Console receives data from the telephone system for page zones, directory entries, and feature codes. While the Attendant Console is running, it is able to recognize changes in the database and update its own database. However, when the Attendant Console is not running, changes may be made to the telephone system in which case the Console database and telephone system may be out of sync. A system refresh must be performed in order to sync the Console database with the telephone system.

A system refresh is performed when the Attendant Console is first installed. You have the option of having the system perform a refresh on start-up. To do so, check **Automatically logon to the Console as:** and select the desired login name, then check **Perform Refresh at Startup** in the Program Tab under Options (see page 16). Otherwise, you will have to do a manual refresh.

You should perform system refreshes periodically to ensure that the latest system information is updated in your Attendant Console.

NOTE: If the Console is running when changes are made in the Database Programming, the information is automatically updated and a refresh is not required. Perform a manual refresh only in do-not-disturb or night mode, as the Attendant Console does not remain functional. Do not perform a refresh during peak hours, as it may slow down the telephone system.

— Select **System Refresh** from the Attendant Console drop-down menu. The Attendant Console displays a box that asks if you wish to continue.

— Click **Yes** to complete the refresh (or **No** to cancel the refresh).

OR

You can also do a system refresh on startup by selecting **Perform System Refresh** on the logon dialog (only when automatic logon is not enabled).

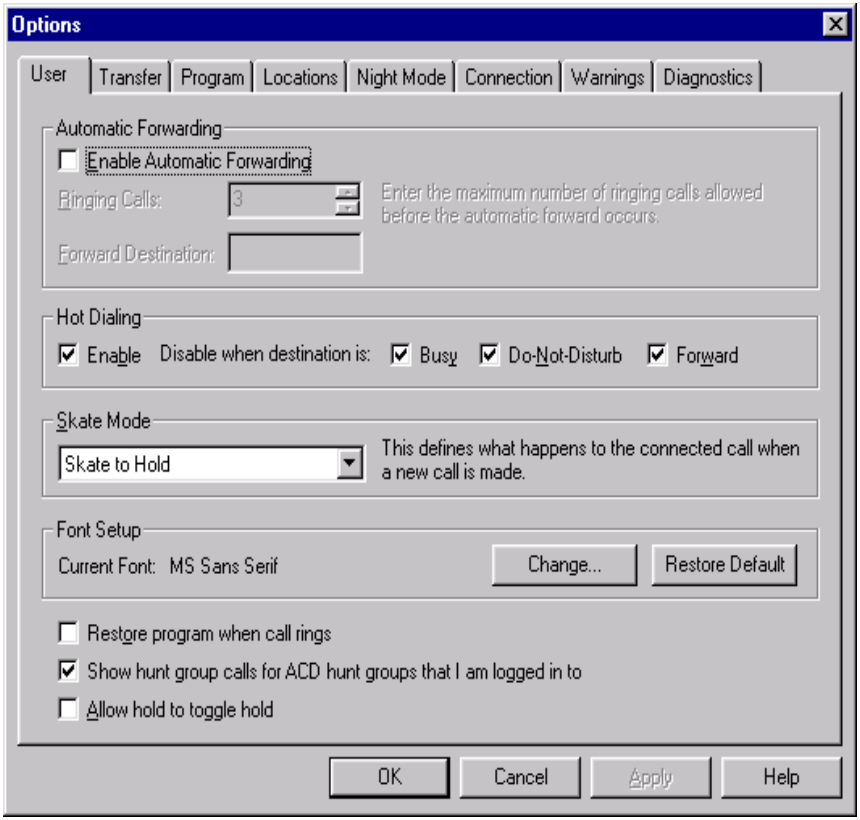
NOTE: If you receive the “Resync Failed” error message, the telephone system was unable to process the resync request. The telephone system will be able to process the request within a few minutes and then the resync will be allowed. You can allow the Attendant Console to try again automatically or exit the Attendant Console and try again later. Also when the Console is connected to a System OAI Server, if the OAI Server connection fails during a system refresh, the console will restart the refresh when the connection is restored.

SETTING ATTENDANT CONSOLE PROPERTIES

To set the Console properties, select **Options** from the Console drop-down menu (see page 34, for information on drop-down menus) or from the initial start-up window. The Options window includes options for User, Transfer, Program, Locations, Night Mode, Connection, Warnings, and Diagnostics preferences.

User Tab

The User tab, shown below, allows each Attendant Console user to set the following options for their username.



- **Automatic Forwarding:** Provides an overflow location for incoming calls. You may specify how many calls are allowed on your extension. When this number is exceeded, all further calls automatically forward to the specified extension. (The number of calls for Auto Forward includes only those that are ringing. It does not include waiting hunt group calls, connected or holding calls. A recall from hold will not automatically forward, but will contribute to the maximum count.)
  - — **Enable Automatic Forwarding:** Enables Automatic Forwarding.

— **Ringing Calls:** Specifies how many calls are allowed on your extension. When this number is exceeded, all further calls automatically forward to the specified extension. (The number of calls for Auto Forward includes only those that are ringing. It does not include waiting hunt group calls, connected or holding calls. A recall from hold will not automatically forward, but will contribute to the maximum count.)

— **Forward Destination:** Enter the extension number that you wish to receive your forwarded calls.

- **Hot Dialing:** Enables the number to be dialed automatically if the number entered in the Number or Name search box matches a number in the current Group. You do not need to press **Enter**.

  — **Enable:** Enables Hot Dialing.

  — **Disable When Destination Is:** If desired, you can selectively disable Hot Dialing when the destination is busy, in do-not-disturb, or forwarded by checking the appropriate boxes.

  NOTE: For the fastest transfers, set the Default Transfer Type to Immediate Transfer and enable Hot Dialing.

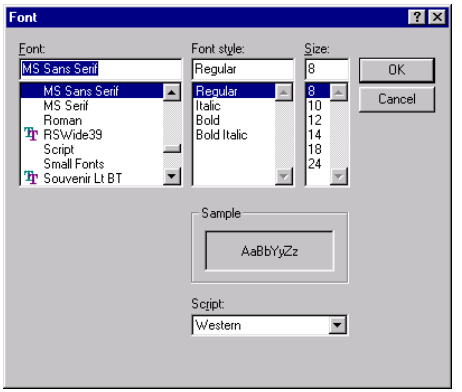
- **Skate Mode:** Determines what happens to a connected call when a new call is made. If there is not a call holding for transfer, Skate Mode is ignored and the connected call is put on "holding for transfer" when a new call is made.

  — **Skate to Hold:** Places a call on hold.

  — **Skate to Disconnect:** Disconnects a call.

- **Font Setup:** Allows you to change the font type and size used for the lists.

  — **Change:** The following dialog box appears. Select the desired font, style, and size from the scrolling lists, then click **OK** to apply.

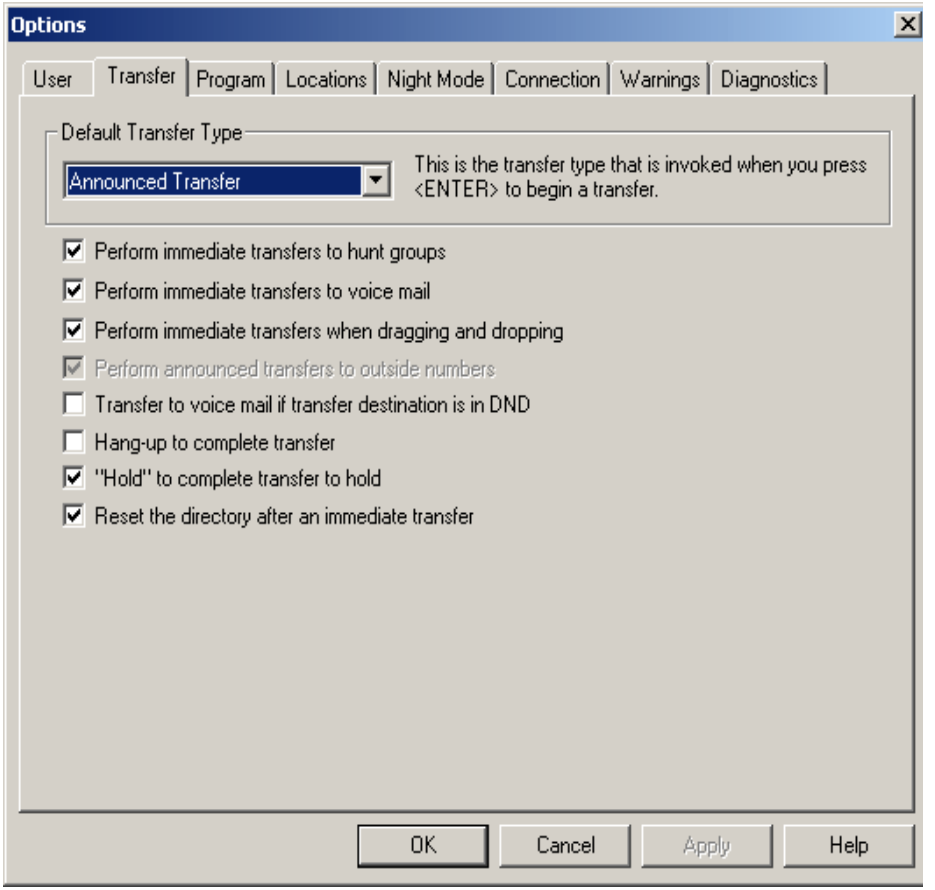


  — **Restore Default:** Returns to the default font.

- **Restore program when call rings:** Your Attendant Console screen moves to the front when a call rings in, or pops up the Attendant Console screen if the program is minimized. (If you are using the Windows 98 or 2000 operating system, this feature may not work. Instead, the Attendant Console icon will flash in the task bar.)
- **Show hunt group calls for ACD hunt groups that I am logged in to:** Calls to the ACD hunt group that you are logged in to are displayed in the Directory List.
- **Allow hold to toggle hold:** You can double-click **Hold** to toggle the Hold status.
- **Always show the "details" in the directory ToolTip:** The directory ToolTip will always show the details when it is displayed.

Transfer Tab

The Transfer tab allows each Attendant Console user to set the following call options.



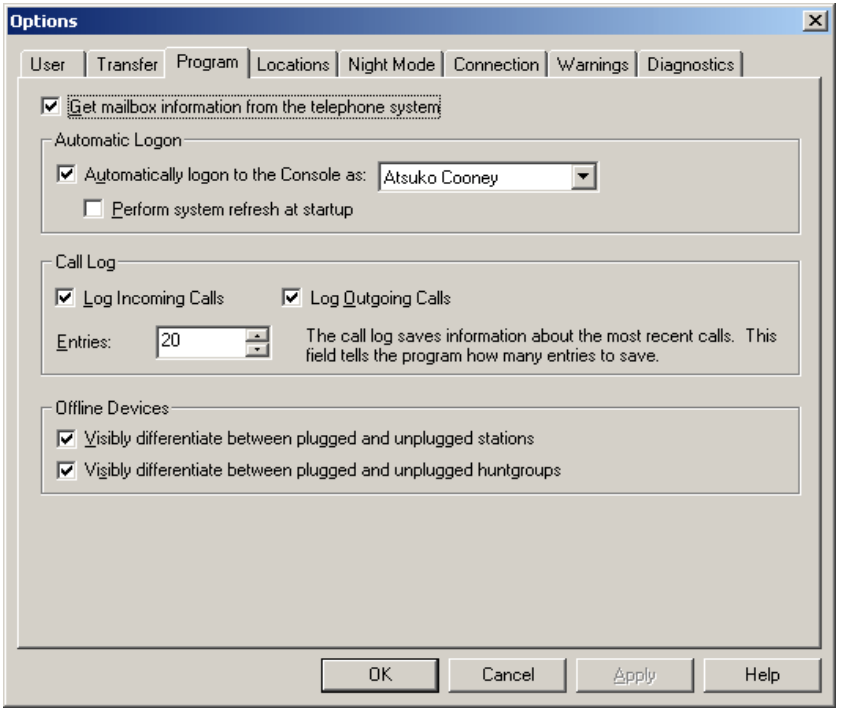
- **Default Transfer Type:** Is the transfer type used when you press **ENTER** or use hot dialing. Your options are Announced Transfer or Immediate Transfer.
  - — **Announced Transfer:** Places a call to the destination so you can announce the transfer. This is the default transfer mode.
  - — **Immediate Transfer:** Transfers the call immediately, with no announcement.
- **Perform immediate transfers to hunt groups:** This check box is enabled only if the Default Transfer Type is “Announced.” The transfer call to a hunt group overrides the default transfer type and performs immediate transfer.

- **Perform immediate transfers to voice mail:** This check box is enabled only if the Default Transfer Type is "Announced." The transfer call to a voice mail overrides the default transfer type and always performs the immediate transfer.
- **Perform immediate transfers when dragging and dropping:** This check box is enabled only if the Default Transfer Type is "Announced." The transfer call made by dragging a call and dropping it on a directory entry overrides the default transfer type and always performs the immediate transfer.
- **Perform announced transfer to outside numbers:** This check box is enabled only if the Default Transfer Type is "Immediate." The transfer call to an outsider number overrides the default transfer type and always performs the announced transfer.
- **Transfer to voice mail if transfer destination is in DND:** The transfer call to a station in do-not-disturb goes to a voice mail. (Normally, you cannot complete a transfer to an extension in do-not-disturb.)
- **Hang-up to complete transfer:** You can use the **Hang Up** button to complete a transfer. If it is unchecked, you must use the **Complete Transfer** button. If it is unchecked and you click **Hang Up** during an announcement call, the announcement call is disconnected and the call waiting to be transferred remains on hold; you can then make a new announcement call.
- **"Hold" to complete transfer to hold:** You can use the **Hold** button to complete a transfer and place it on hold at the destination station. If it is unchecked, you must use the **Complete To Hold** button.
- **Reset the directory after an immediate transfer:** The name and number fields in the Directory list are reset after an immediate transfer.

Program Tab

The Program tab defines information that the Console needs to determine, such as which calls are local and which are toll calls. It also defines settings for the call log.

NOTE: These settings affect ***all*** Attendant Console users.

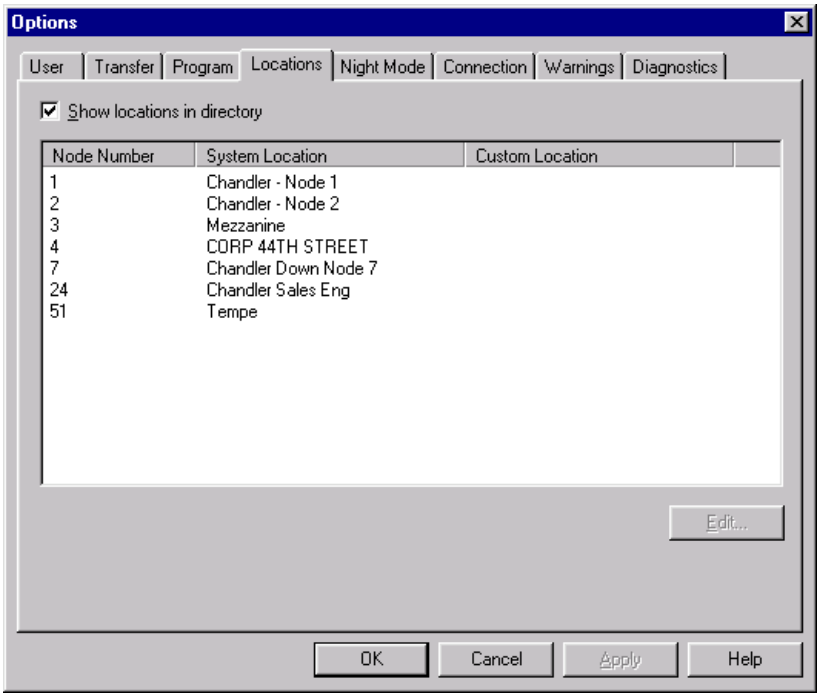


- **Get mailbox information from the telephone system:** Allows you to get mailbox information from the telephone system. The Console provides a way for you to ignore the telephone system mailbox information and allows you to manually set the station's "Has Mailbox" flag.
- **Automatic Logon:**
  - **Automatically logon to the Console as:** Allows you to log on to the Console application automatically as the user selected from the drop-down when you start the application.
  - **Perform system refresh at startup:** Every time you startup the Console, the system updates the database information automatically.

- **Call Log:**
  - **Log Incoming/Outgoing Calls:** If you check one or both boxes in the Call Log options, the directions (incoming or outgoing, or both) of the calls are recorded in the Call Log. If you uncheck one or both boxes, incoming/outgoing calls are not be put in the call log at all.
  - **Entries:** Is the number of entries that will be stored in the Call Log. When this number is exceeded, the oldest entry is deleted first. The range is 0-3000, and the default setting is 20.
- **Offline Devices:**
  - **Visibly differentiate between plugged and unplugged stations/hunt groups:** If you check one or both boxes in the Offline Devices group box, unplugged stations and hunt groups will be displayed with a slash in a circle (⃠) overlayed on top of their normal status icon images. When stations and hunt groups are unplugged, the functionality of these devices remains the same as when they are plugged. When voice mail, mailboxes, and trunk groups are unplugged, the user loses the ability to make a call or leave a voice mail message to these devices (the Call and Voice Mail call handling buttons and menus are disabled/grayed out).

Locations Tab

The Locations tab, shown below, contains a list with three columns: Node Number, System Location, and Custom Location.



- **Show Locations in Directory:** The Location column appears in the Directory and it shows locations of all the stations.
- **Node Number and System Location:** Display all the nodes that the Attendant Console is communicating with and their locations.
- **Custom Location:** Allows you to add the specific description of the system location.

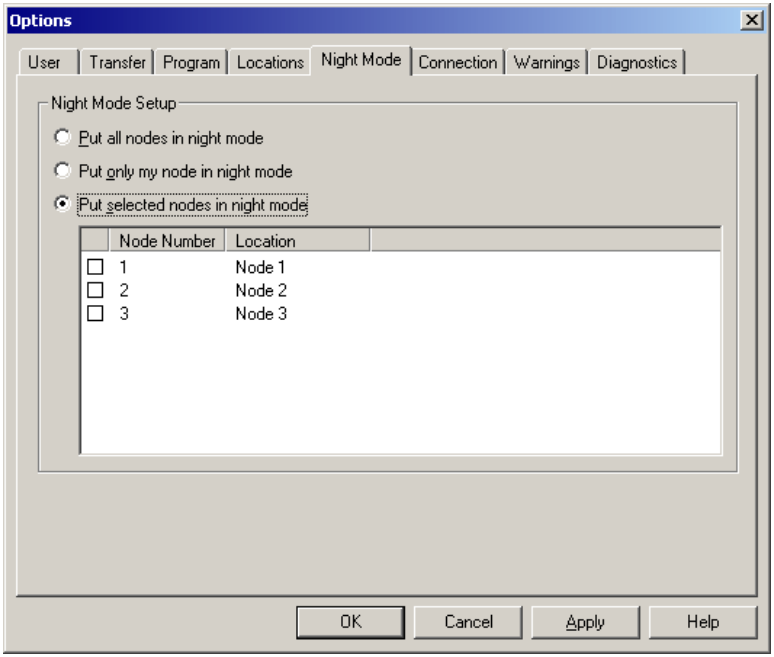
  To enter a custom description for the node:

  — Select the desired entry and click **Edit**. You can enter up to fifty characters in a location.

Night Mode Tab

NOTE: Only an Administrator can perform the night mode configuration and on and off. All users have the ability to view the night mode status but does not be allowed to put nodes in or out of night mode.

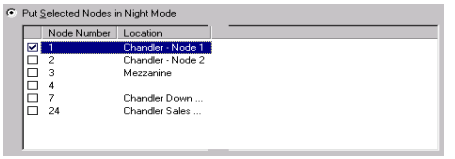
The Night Mode tab, shown below, allows an Administrator to configure what will happen when the nodes are put in Night Mode. This tab also shows the night mode status of each node for all users.



- **Night Mode Setup:**
  - **Put all nodes in night mode:** All nodes connected to the OAI Server are put in and out of night mode.
  - **Put only my node in night mode:** Only the operator's node is put in and out of night mode.
  - **Put selected nodes in night mode:** Allows you to choose what nodes to put in and out of night mode from a list. The list will contain all the nodes that the Attendant Console is communicating with and their locations.

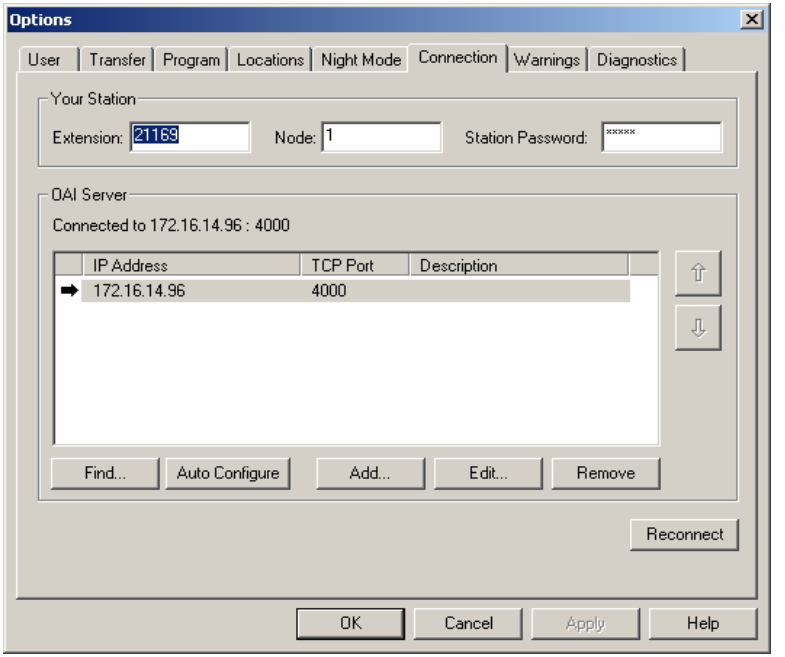
To select the desired nodes:

— Check **Put selected nodes in night mode**, the Node list becomes editable, as shown below. Check the desired nodes and click **OK**.



Connection Tab

The Connection tab is used to set up communication with the telephone system. This information must be entered correctly for the Attendant Console to work. If you do not know the information, contact your Telephone Administrator.



- **Your Station:**
  - — **Extension:** Enter your extension number.
  - — **Node:** Enter the node to which your endpoint is connected.

> **NOTE:** If you do not know which node your endpoint is connected, unplug and replace your endpoint's line cord. The endpoint shows "CKT WW:XX.YY.ZZ" on the second line of the LCD display. The number to the left of the colon (WW) is the node number of your endpoint.

— **Station Password:** Enter the station password programmed for your station. (At default, this is your extension number.)

> **NOTE:** You can also use your keyset to program a station password by entering the Program Station Password feature code (392). For more details, refer to the telephone system's *Installation and Field Maintenance Manual*.

- **Reconnect:** Reconnects your Attendant Console to the system.
- **OAI Server:** Allows you to specify a list of OAI Servers to which the Console can connect. When connecting, the Console will start at the top of the list and work its way down until it finds a server that will let it connect. Because the Console always prioritizes through the server list in a top down manner, the first OAI Server on the list is the default primary server that the Console will connect.

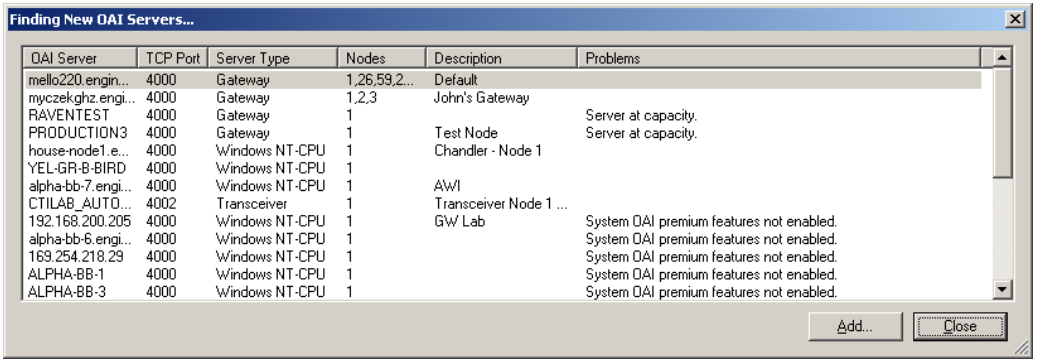
> **NOTE:** One of the main reasons for supporting this feature is to integrate the Console with the Call Processing (CP) Server (previously called Windows NT-based CPU). The CP Server has redundancy capabilities, and by adding redundancy support to the Console, it can automatically make use of the CP Server's redundancy feature. (The CP Server has two IP addresses that belong to it. If the primary CPU fails then the backup CPU automatically takes over, however, the applications connected to the primary CP Server will just “hang” unless they have provisions for connecting to the secondary CPU.)

To add OAI Servers to the OAI Server List:

You can add OAI Servers to the OAI Server list by clicking one of the following buttons.

> **NOTE:** Any OAI Server (except Axel Office Server) requires an OAI password. If the Console cannot determine the password for the server, it prompts you to enter the correct password. If the password you entered was incorrect, the Console asks you if you want to add the server anyway. If you click **Yes**, the server will be added to the OAI Server list. You may set the password later by clicking **Edit**.

— **Find:** Provides OAI Server information for servers on your LAN and gives you a choice to choose OAI Servers to add to the OAI Server list. The available servers will appear in the screen, as shown below. To add a server to the OAI Server list, highlight the desired server and click **Add**. You can only add one server at a time.

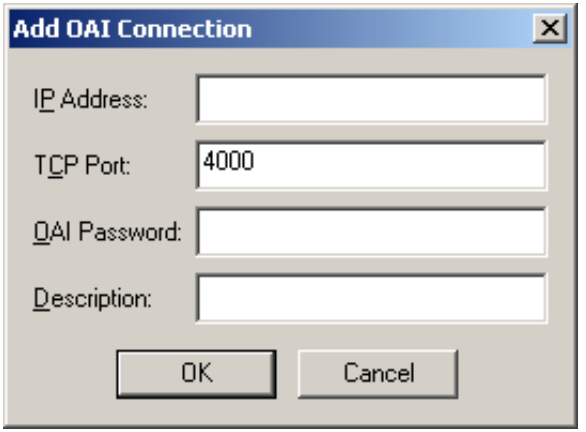

Finding New OAI Servers...
OAI Server
TCP Port
Server Type
Nodes
Description
Problems
mello220.engin... 4000 Gateway 1,26,59,2... Default
myczekghz.engi... 4000 Gateway 1,2,3 John's Gateway
RAVENTEST 4000 Gateway 1 Server at capacity.
PRODUCTION3 4000 Gateway 1 Test Node Server at capacity.
house-node1.e... 4000 Windows NT-CPU 1 Chandler - Node 1
YEL-GR-B-BIRD 4000 Windows NT-CPU 1
alpha-bb-7.engi... 4000 Windows NT-CPU 1 AWI
CTILAB_AUTO... 4002 Transceiver 1 Transceiver Node 1 ...
192.168.200.205 4000 Windows NT-CPU 1 GW Lab System OAI premium features not enabled.
alpha-bb-6.engi... 4000 Windows NT-CPU 1 System OAI premium features not enabled.
169.254.218.29 4000 Windows NT-CPU 1 System OAI premium features not enabled.
ALPHA-BB-1 4000 Windows NT-CPU 1 System OAI premium features not enabled.
ALPHA-BB-3 4000 Windows NT-CPU 1 System OAI premium features not enabled.
Add...
Close

— **Auto Configure:** Finds OAI Servers on your LAN and adds them to the OAI Server list automatically. Servers are added to the OAI list only if they are connected to the user's node that have the correct premium features enabled and use the correct system protocol version.

— **Add:** Adds servers manually. When you click **Add**, the Add OAI Connection dialog, shown below, appears.

To add (or edit) an OAI Server:

— Click **Add** (or **Edit**). The Edit/Add OAI Connection dialog appears.



— Enter the desired IP Address, TCP Port, OAI Password, and Description.

- **IP Address**: Enter the IP address of your OAI Server.
- **TCP Port**: Enter the port number of the OAI Server.
- **OAI Password**: Enter the password required by the OAI Server, if applicable. The password may contain up to 15 characters that are case sensitive and include any characters (i.e., numerical, alphabetical, and symbols). Asterisks appear in place of the characters as the password is typed.

> **NOTE:** Axel Office Server does not require an OAI password. If there is any password listed in the OAI Password text box, the Console will ignore it.

- **Description**: Enter the description of the IP address.

— Click **OK** to accept the change, or **Cancel** to exit without making any changes.

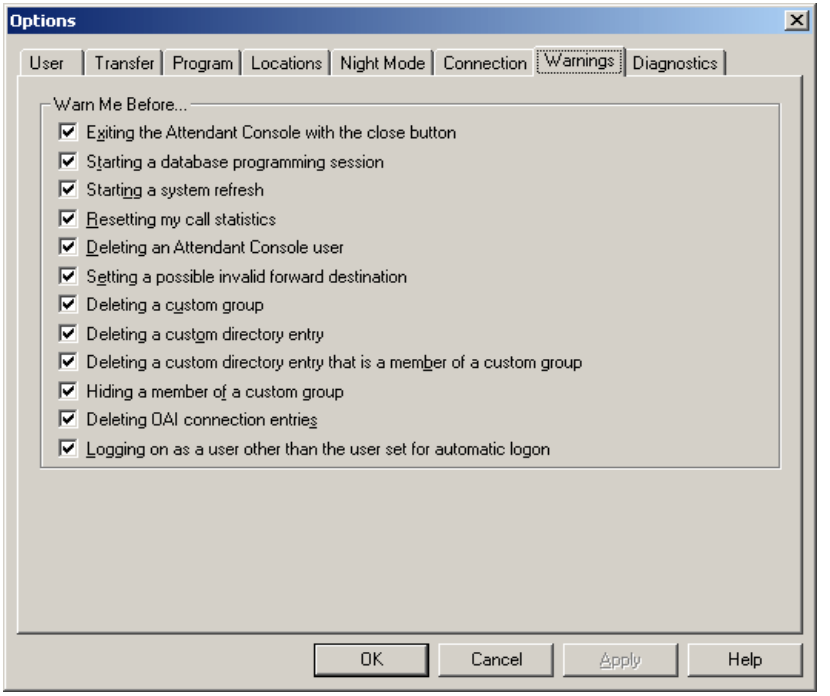
To remove an OAI Server:

— Highlight the OAI Server you would like to remove.

— Click **Remove**.

Warnings Tab

The Warning tab allows you to choose whether you want see warning messages before you do any of the actions listed below.



- Exiting the Attendant Console with the close button
- Starting a database programming session
- Starting a system refresh
- Resetting my call statistics
- Deleting an Attendant Console user
- Setting a possible invalid forward destination
- Deleting a custom group
- Deleting a custom directory entry
- Deleting a custom directory entry that is a member of a custom group
- Hiding a member of a custom group
- Deleting OAI connection entries
- Logging on as a user other than the user set for automatic logon

To enable a warning message:

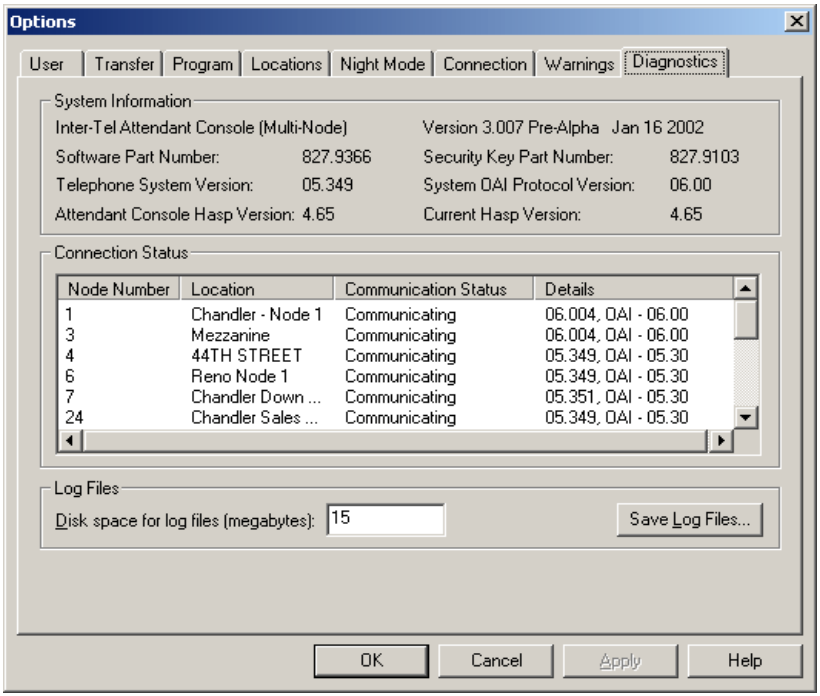
— Check the desired warning message.

To disable a warning message:

— Uncheck the desired warning message.

Diagnostics Tab

The Diagnostics tab, shown below, is used to set up log files. All commands, events, and confirmations sent to the system are saved to a log file. When the file reaches the maximum size specified in Diagnostics tab, the Attendant Console automatically erases the file and starts over. If several log files are maintained, the oldest will be erased and a new one started.



- **System Information:** Indicates the Attendant Console system information.
- **Connection Status:** Allows you to see the communication status for each node.
  - **Node Number and Location:** Display all the nodes that the Attendant Console is communicating with and their locations.
  - **Communication Status:**
    - **Communicating**: A node is communicating with the Console.
    - **Not Communicating:** A node is not communicating with the Console.
  - **Details:** When a node has a communication problem, the Details column displays either “Unknown,” “Serial Port Problem,” “LAN Problem,” or Node(s) not connected.”

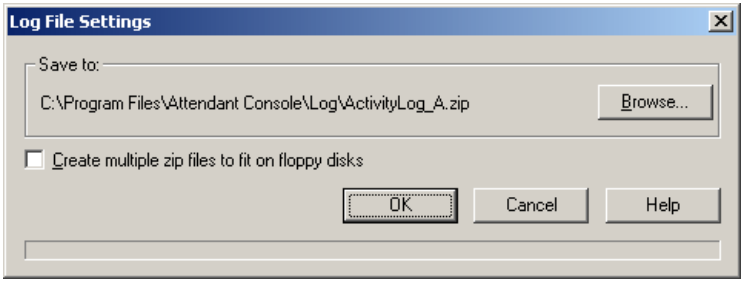
- **Log Files:**
  - — **Disk Space for Log Files (Megabytes):** Specifies the amount of disk space you want to use for log files (1-20 MB). The default setting is 5 MB. Note that the log files are always 1 MB each. Therefore, if you choose 1 MB for disk space, the Console will make two 500 KB files.

    NOTE: If there is less than 5 MB of free disk space, the oldest log file will be deleted until there is at least 5 MB available. If there is only one log file, the Console will stop logging. If you enter the total log file size and that number is more than 5% of the available disk space, a warning message will appear.

  - — **Save Log Files:** The Console automatically compresses the log files.

    To save the log files:

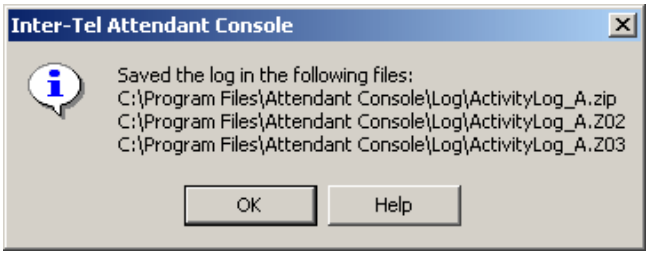
    — Click **Save Log Files**. The following screen appears.



    To change the location:

    — Click **Browse** and specify the new filename and location. The file-name letter ('A') will change based on the existing log files in the "log" directory. For example, if *ConsoleLog*A'.*zip* already exists in "log," then the new file name will be *ConsoleLogB.zip*.

      - **Create multiple zip files to fit on floppy disks:** Allows you to initially save the zip files onto your hard drive and then later be able to transfer the zip files onto floppy disks. The default directory and base file names for spanned zipped files are the same as for the normal zipped log files with the exception of the file extension. The initial file name will be `.zip` but subsequent zip files will contain the extensions in the form of `.z02`, `.z03` and so on, as shown on the next page.



NOTE: If you would like to create multiple files, as shown above, reduce the number of bytes per log files in the Log File settings (see page 26).

Using Attendant Console

The Attendant Console program allows you to use your PC to quickly handle a large number of calls, as well as use all of the features available through your keyset. It has the flexibility to accommodate several user styles. If you prefer to use the mouse, there are point-and-click options for most tasks. Or, if you like to use the keyboard, you can use the function keys and/or other keystroke combinations. In addition, you can set up customized "shortcut" keys and modify the display to suit your needs. These features are also described in the Quick Reference Guide located at the front of this book.

SECTION CONTENTS **PAGE**

Main Attendant Console Screen 31

Call List 32

Drop-Down Menus 34

Console Drop-Down Menu 34
- Log Off 34
- Import Settings 35
- Export Settings 37
- Night Mode 38
- System Refresh 39
- Options 39
- Configuration Wizard 39
- Exit 39

Call Handling Drop-Down Menu 40

Directory Drop-Down Menu 43
- Directory List 44
- Set DND 48
- Set Forward 48
- Hide Entry 49
- Custom Entry 50
- Properties 51

Volume Drop-Down Menu 55
- Adjusting the Volume 55
- Muting the Microphone 55

Shortcuts Drop-Down Menu 56
- Setup Shortcuts 58

View Drop-Down Menu 63
- Toolbars 63
- Customize Toolbar 64
- Status Bar 65
- Directory 67
- Shortcut Panels 1-4 68

Tools Drop-Down Menu 69
- Customize Directory 69
- Group Setup 71
- Hidden Entries 73

SECTION CONTENTS PAGE

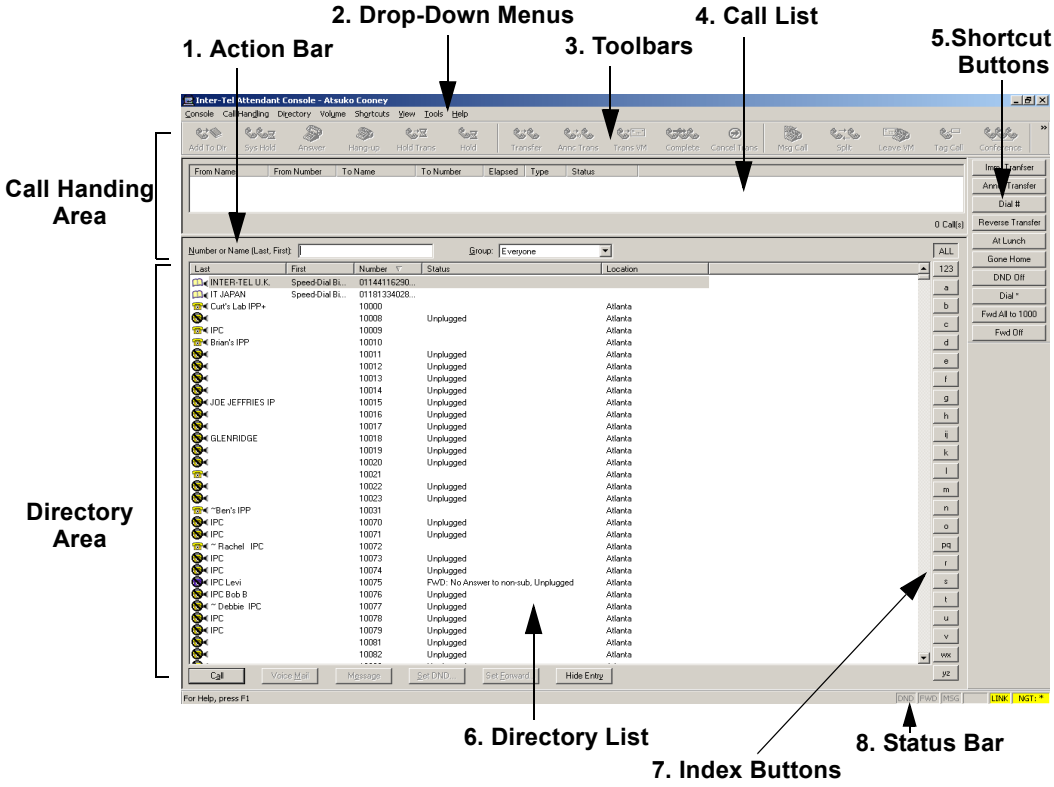
Call Log 74
Statistics 76
Conference 78
Dial Pad 78
Feature Codes 79
Messages 80
Page Zones 81
Database Programming 81
Help Drop-Down Menu 82
Handling Calls 83
Placing Calls 83
Answering Calls 83
Tagging Calls 84
Hanging Up 84
Transferring Calls 85
Immediate Transfer 85
Announced Transfer 86
Holding for Announced Transfer 86
Transferring to Voice Mail 86
Canceling a Transfer 87
Transferring a Call with Hot Dialing 87
Transferring a Call without Hot Dialing 88
Split between the Announcement Call and Transfer Party . . . 88
Canceling a Transfer 89
Putting Calls on Hold 90
Conference Calls 91
Building a Conference 91
Connecting a Conference 92
Adding a Call to the Conference 92
Inter-Station Messages 93
Leaving a Message 93
Responding to a Message 94
Removing a Message 95
Dialing a Feature Code 95
Dialing Digits 96
Programming Station Information 97
Station Tab 99
DND/Reminder Tab 104
Administrator Database Programming Planning Sheets 106

MAIN ATTENDANT CONSOLE SCREEN

The main screen of the Attendant Console has two functional areas: the call handling and directory areas. All of which are described in the following pages.

To resize the viewing area:

— Place the mouse pointer on the bar dividing the Call Handling and Directory areas until it changes to a double line with arrows. Hold down the left mouse button and move the bar to the desired position, then release.



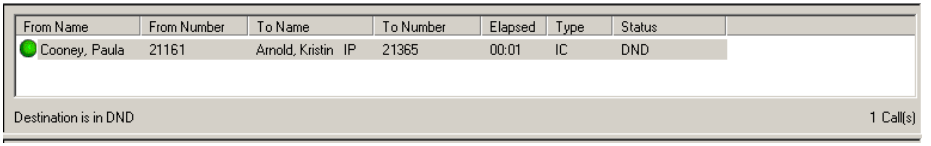
For more details on each area, refer to the following pages:

1. **Action Bar** — Shows the status of the current operation. For example, if you are dialing it displays “Dialing.”
2. **Drop-Down Menus** — See page 34 for more details.
3. **Toolbars** — See page 63 for more details.
4. **Call List** — See page 32 for more details.
5. **Shortcut Buttons** — See page 56 for more details.
6. **Directory List** — See page 44 for more details.

7. **Index Buttons** — See page 67 for more details.
8. **Status Bar** — See page 65 for more details.

CALL LIST

The Call List, shown below, shows all calls currently connected, ringing, or on hold. A connected call will have a bullet in front of the name to make it easier to find in the list. You can view and select calls in any order. Call information is shown in columns.



- **From Name:** For an outside call, this shows any Caller ID text, if received, or the Tag text that you have entered. For an intercom call, it shows the calling station's description.
- **From Number:** For an outside call, this shows the phone number of the calling party, if available. For an intercom call, it shows the caller's extension number.
- **To Name:** For an outside call, it shows the Caller ID or the Tag that you have entered, if available. For an intercom call, it shows the called station's description.
- **To Number:** For an outgoing call, this shows the telephone number or extension that you dialed. For incoming calls it shows the number the caller dialed to reach you.
- **Elapsed:** Shows the elapsed time since you received the call. By default, the Call List is sorted according to elapsed time, with the oldest call at the top of the list. New calls are always added to the bottom of the list.
- **Type:** Indicates whether the call is an intercom call (IC), an outside call (CO), or a conference call (CNF).
- **Status:** This indicates call status. The possible status options are as follows:
  - **Blank:** The status is blank if the call is at dial tone.
  - **Connected:** You can talk to the other party
  - **Holding:** The call is on hold at your extension.
  - **Holding for Transfer:** The call will be on hold until you complete or cancel the transfer.
  - **DND:** You called an extension in do-not-disturb.
  - **Waiting:** You called a busy hunt group and the call has camped on.
  - **Forwarding to XXXX:** The Attendant Console is in the process of forwarding this call due to automatic forwarding, as configured in User Settings (see page 11).

— **Waiting on Hold:** The call is on hold at another extension.

— **Waiting to Complete Transfer to VM:** A transfer announcement call reached voice mail. Complete or cancel the transfer.

— **Recalling from XXXX:** The call is recalling your station.

— **Transfer from XXXX:** The call was transferred to you.

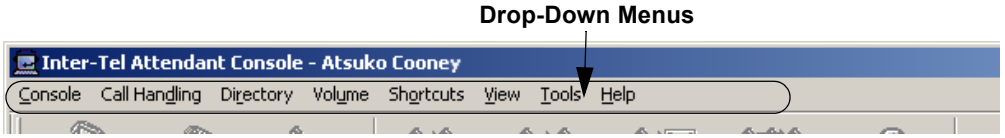
— **Forwarded from XXXX:** The call was forwarded to you.

— **Ringing:** The call is ringing and it is not a recall, transfer, or forward call.

— **Hunt Group Call:** The call is ringing a hunt group that you are logged into.

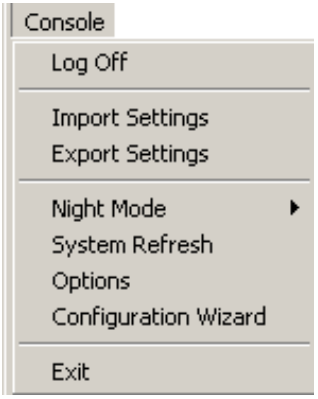
DROP-DOWN MENUS

There are drop-down menus on the main screen for access to various features. Several of these menus can be accessed by selecting the right mouse button. These functions are also available through keyboard commands or shortcut buttons (see page 33). Many of the keyboard alternates are listed to the right of the desired option on the menu. As with most Windows applications, menu items can also be accessed by pressing **ALT**+ the underlined letter in the menu title or list.



Console Drop-Down Menu

When you select the Console drop-down menu, the screen, shown below, appears. This allows you to do the following:

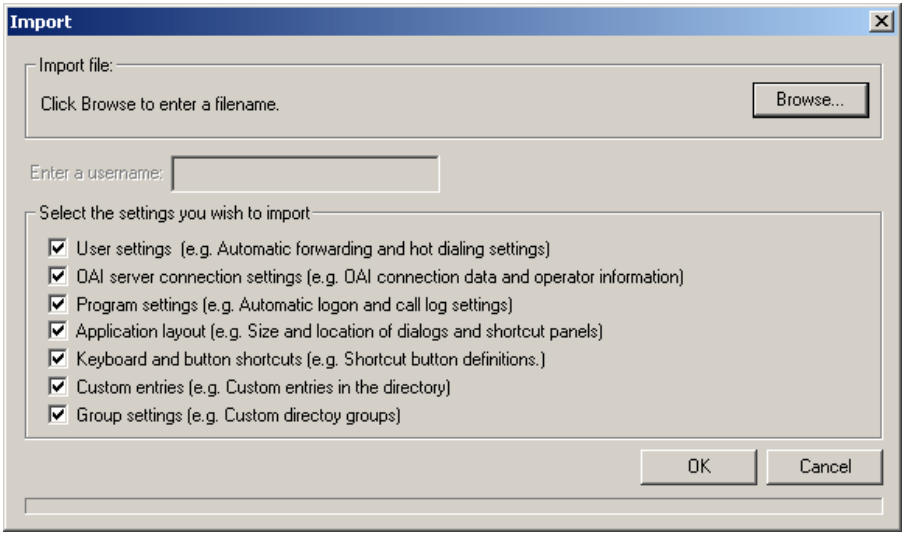


Log Off

This allows you to log off of the Attendant Console but does not close the application.

Import Settings

To simplify programming configuration settings, you can import Console settings from one PC to your Console PC.


Import
Import file:
Click Browse to enter a filename.
Browse...
Enter a username:
Select the settings you wish to import
User settings (e.g. Automatic forwarding and hot dialing settings)
OAI server connection settings (e.g. OAI connection data and operator information)
Program settings (e.g. Automatic logon and call log settings)
Application layout (e.g. Size and location of dialogs and shortcut panels)
Keyboard and button shortcuts (e.g. Shortcut button definitions.)
Custom entries (e.g. Custom entries in the directory)
Group settings (e.g. Custom directoy groups)
OK
Cancel

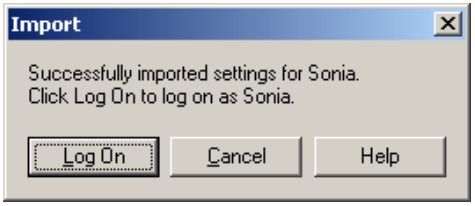
To import a data file:

NOTE: In order to import a data file successfully, the version of the Console and the importing file must be the same.

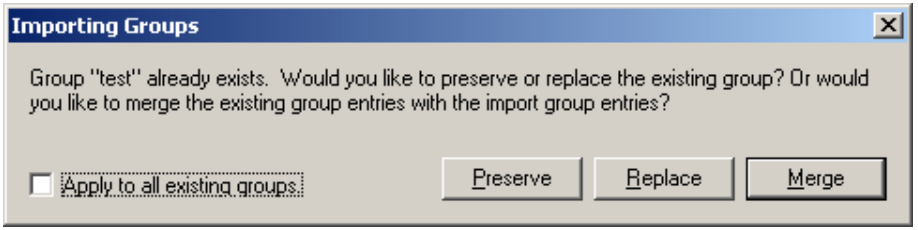
1. Click **Browse** and select a data file (*.czp) you wish to import. The username that was used when the file was created will be displayed in the edit box. You may change the username for whom the settings are being imported for, or leave it as shown in the "Enter a username" edit box.
2. Check the settings you wish to import from the list and click **OK**.

NOTE: If the Console cannot import some or all of the settings, it will display a dialog stating which settings could not be imported.

If you import settings for someone other than yourself (the user currently logged on), the Console will display the following dialog asking whether you wish to log on as the newly imported user.



If you import group settings and there are groups that already exist in the Console, the Console will display the following dialog asking whether you wish to preserve, replace, or merge the existing group entry.

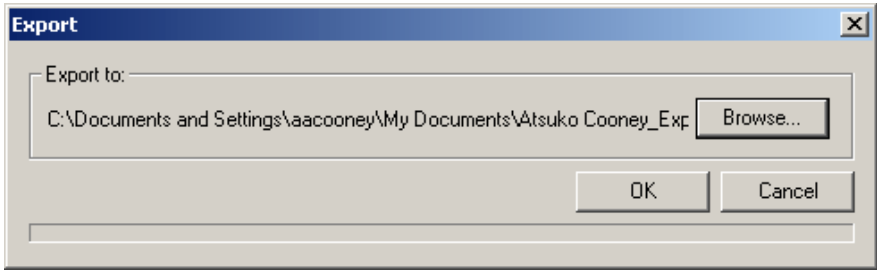

Importing Groups
Group "test" already exists. Would you like to preserve or replace the existing group? Or would you like to merge the existing group entries with the import group entries?
Apply to all existing groups
Preserve
Replace
Merge

Export Settings

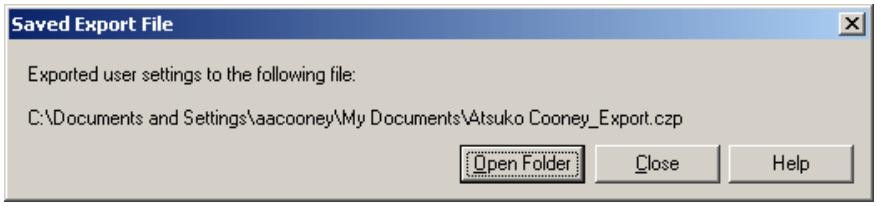
This allows you to export your Console settings to other Console PCs.

To export a data file:

1. Select a data file (*.czp) and its location you wish to export in the dialog below. By default, the Console exports the file to the `My Documents` folder.
2. Click **OK** to proceed.



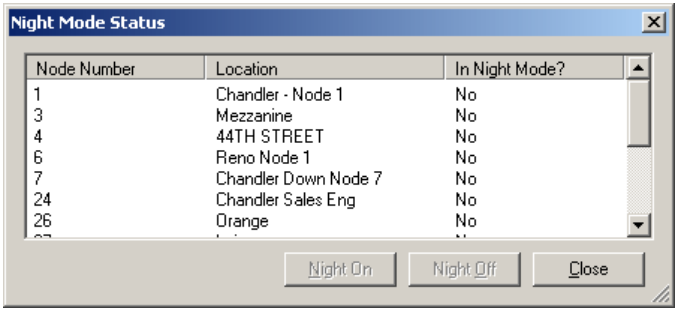
3. The next dialog, shown below, asks you if you would like to go to the folder where the data file is saved. Click **Open Folder** to open the folder or **Close** to exit.



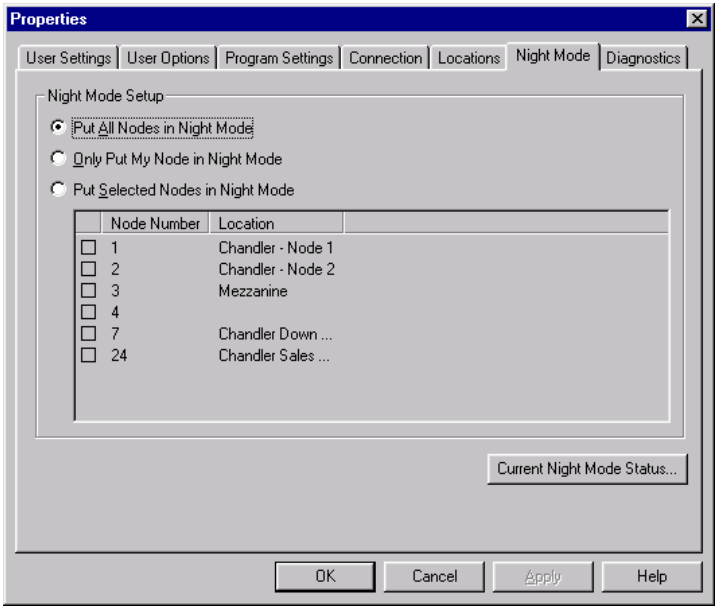
Night Mode

The Attendant Console provides programmable night mode enabling and disabling. The Night Mode dialog in the Console drop-down menu expands into four items:

- **On:** Turns on night mode.
- **Off:** Turns off night mode.
- **View:** Displays the Night Mode Status dialog box, as shown below. This shows the night mode status for each node with which the Attendant Console is communicating. From this screen, you can also put individual nodes in and out of night mode.



- **Configure:** Displays a dialog, shown below, that allows you to configure the nodes you want to take in and out of night mode. See page 19 for more information on the Night Mode Option.



System Refresh

The Attendant Console receives data from the telephone system for page zones, directory entries, and feature codes. While the Attendant Console is running, it is able to recognize changes in the database and update its own database. However, when the Attendant Console is not running, changes may be made to the telephone system in which case the Console database and telephone system may be out of sync. A system refresh must be performed in order to sync the Console database with the telephone system. Refer to "Performing a System Refresh" on page 10 for more details.

Options

Sets the Attendant Console properties. (See page 11 for more details.)

Configuration Wizard

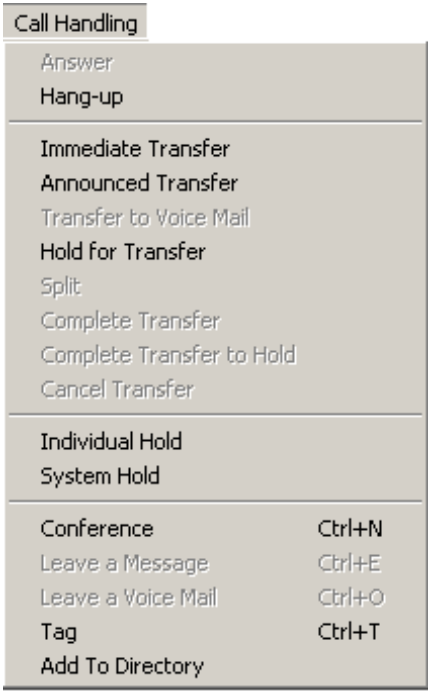
Helps simplify programming various Attendant Console configuration options. The wizard displays your current settings. You may change any settings, if desired. If you are not sure how you would like a particular setting, it is recommended that you not change it.

Exit

Exits the application.

Call Handling Drop-Down Menu

The Call Handing drop-down menu, shown below, contains common commands used during calls. This menu is also available by right clicking over the Call List or using the Toolbars (see page 63 for details on toolbars). The commands and descriptions are described in the following pages. For more details on how to handle calls, see reference pages listed in the table.

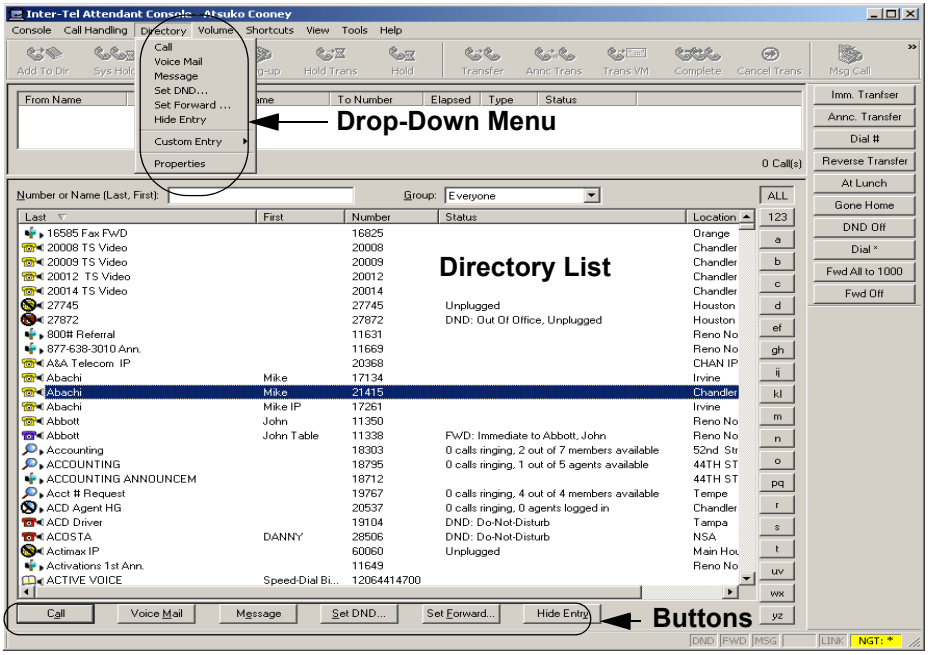


COMMAND MENUS	TOOLBARS	DESCRIPTIONS	REF. PG #
Answer		Answers the call highlighted in the Call List portion of the main screen.	83
Hang-up		Disconnects the connected call.	84
Immediate Transfer		Sends the selected call directly to the selected directory entry, without an announcement.	85
Announced Transfer		Places the connected call on transfer hold, and makes an announcement call to the selected directory entry so that you can announce the transfer.	86
Transfer to Voice Mail		This transfers the connected call to the voice mailbox of the selected directory entry.	86
Hold for Transfer		Places the connected call on transfer hold so that you can make an announcement call.	86
Split		Switches the call between a transfer announcement call and the call that is waiting to be transferred.	88
Complete Transfer		Completes an announced transfer call.	87
Complete Transfer to Hold		Completes an announced transfer call and places it on hold at the transfer destination.	87
Cancel Transfer		Cancels a call transfer with announcement. It disconnects the announcement call and reconnects the call waiting to be transferred.	87
Individual Hold		Places the connected call on individual hold. If the “Hold to Complete Transfer Hold” box is checked in the User Tab (see page 11), you can also use this button to complete an announced transfer and place the call on hold at the destination station.	90
System Hold		Places the connected call on System hold, which allows it to be picked up at any keyset station that has a flashing key for that outside line.	90
Conference		Adds the selected call to a conference list when setting up a conference.	91
Leave a Message		Leaves a message at the called station, then hangs up if you select it while you are on an intercom call.	93

COMMAND MENUS	TOOLBARS	DESCRIPTIONS	REF. PG #
Leave a Voice Mail		Leaves a message in the mailbox associated with the called station while you are on an intercom call.	93
Tag		Allows you to associate a name with the selected outside call.	84
Add to Directory		Adds the selected call to your custom directory.	75, 70
--		Adjusts the volume level on your phone.	55
--		Allows you to change the appearance of the directory list.	67
--		Click this button, then place the help pointer over the portion on the Attendant Console where you need help.	--

Directory Drop-Down Menu

When you select the Directory drop-down menu, the following screen appears. The options on this menu are also available by right clicking over the Directory List. Some options are available as buttons at the bottom of the Directory List. For more details on how to handle calls, see reference pages listed in the table below.



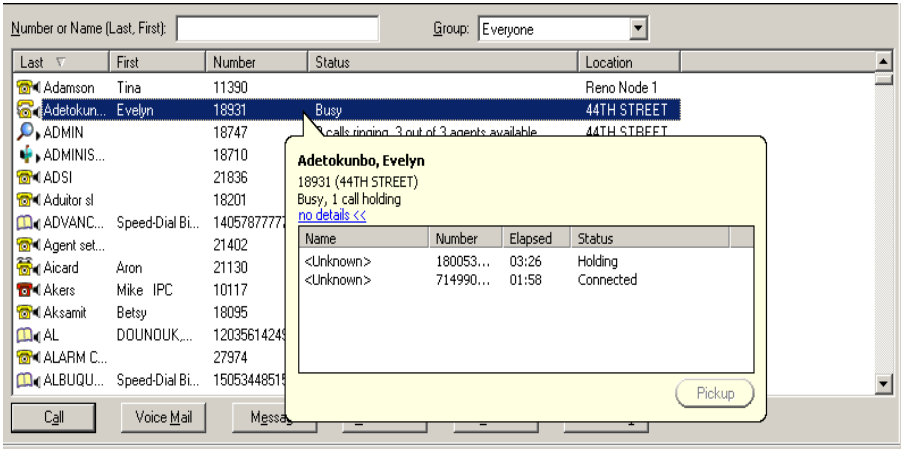
The directory has the following common options:

COMMANDS	DESCRIPTIONS	REF. PAGE #
Call	Places a call to the selected directory entry.	83
Voice Mail	Calls the voice mailbox of the selected entry. If no entry is selected, it calls the general delivery mailbox.	93
Message	Leaves a silent message indication at the selected station.	93
Set DND	Enables or disables do-not-disturb mode for the selected station.	48
Set Forward	Enables or disables call forwarding for the selected station.	48
Hide Entry	Hides the selected entry (cannot be used on custom entries).	49
Custom Entry	Allows you to add, edit, or remove custom entries.	50
Properties	Allows a System Administrator to configure directory entry properties.	51

Directory List

Directory information is provided by the telephone system (except custom entries). You can update your directory by performing a system refresh, as described in "Performing a System Refresh" on page 10.

The Directory List shows the device type graphically and displays the extension or phone number in the Number column along with their respective last and first names, status, and locations, as shown below.



To move columns:

— Simply drag column headers to the desired position, as shown below.

To display extended information:

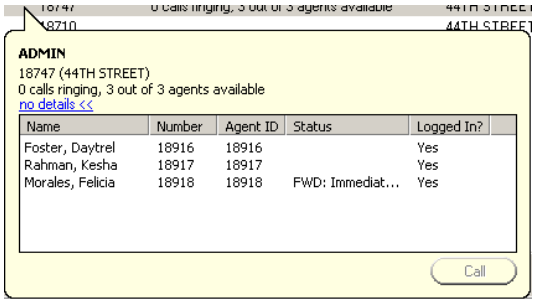
The Console provides extended information for stations and hunt groups in a yellow ToolTip popup screen, as shown above. To access to this screen, do one of the following methods:

- Highlight the desired directory entry and press **Shift** + **Enter**.
- Highlight the desired directory entry and click **details>** in the ToolTip.
- In Details view, by moving the mouse pointer over a selected item.

For stations, the extended information includes the number of ringing calls, the number of holding calls, a list with all the calls at the station, and a button (Pickup) for reverse transferring a call.

For ACD hunt groups, the extended information includes a list of all the stations logged in and out of the hunt group as well as the number of calls ringing and number of available agents, as shown on the right.

For UCD hunt groups, only the number of calls ringing and number of available agents are displayed.



- **Number or Name:** You can search for a specific station by simply typing text or digits in the Number or Name box, shown below, in the Directory.

The Attendant Console attempts to match characters with the data in the "Last" or "First" column and numeric characters with the data in the "Number" column. It then selects the station with the best match. Using the following extension example:

Smith, Jack	1308
Smith, James	1300
Smith, Jamie	1315

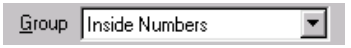
If you type Smith, Ja it will find all three stations. You could continue typing to select the station with description "Smith, Jamie" or you could select the high-lighted station. To look for a first name beginning with "Ja," you can type a comma and then the first letters of the name (,Ja).

NOTE: This is reversed if you rearrange the columns so that the First name appears before the Last name. In that case, you would enter the first name before the last name (Jamie Smith) or a comma followed by the last name (,Smith).

You can also type only the initial character of the name to search for a name. For example, to search for Jamie Smith, you can use one of the following methods:
• If the "Last" name column is to the left of the "First" name column, type last name initial + a comma + first name initial (s,j).
• If you move the "First" name column to the left of the "Last" name column, type first name initial + a space + last name initial (j s), or first name initial + a comma + last name initial (j,s).
Note that you are not limited to only one character. You can type more than one character (i.e., smi,ja).

If you type "130" it will find and select the station with extension "1300." You could continue typing to select the station with extension "1308."

- **Group:** Sorts and displays different “groups” in the directory. The default groups are Everyone, Inside Numbers, or Outside Numbers. You can also customize the groups. For more information on how to create new groups, see page 80.



- **Last, First, and Number:** Displays station users’ last and first names, and extension numbers.

NOTE: Speed-Dial Bin numbers display with the name or destination in the “Last” name column and the Speed-Dial Bin number in the “First” name column.

- **Status:** Displays status of the stations. If a station is idle, the status column is blank, otherwise, its status is listed. If an extension is in more than one state, all states are listed. The Attendant Console always lists the forward path, then the do-not-disturb message, followed by the status. See next page for status pictures.
- **Location:** Displays the locations of stations. This is helpful in some multi-node situations to display the description of the node (i.e., Chandler - Node 1) where a particular station is located.

NOTE: See page 73 for instructions on using and customizing the Directory.

The possible status pictures are as follows:

PICTURE	DESCRIPTION
	Idle telephone
	Idle telephone in do-not-disturb
	Idle telephone that is forwarded
	Busy telephone
	Busy telephone in do-not-disturb
	Busy telephone that is forwarded
	Ringing telephone
	Ringing telephone in do-not-disturb
	Ringing telephone that is forwarded
	The question mark is a custom entry that the Attendant Console cannot identify.
	The white phone is a custom entry that the Attendant Console recognizes as a station, but for which it cannot supply the status (it may be on another node).
	The magnifying glass represents a hunt group.
	The telephone poles are trunk groups.
	The yellow book with a pen represents outside telephone numbers (other than speed-dial numbers).
	The yellow book represents speed-dial bins.
	The mailbox stands for a voice mailbox, voice mail application, and voice mail access extensions.
	The entry is set to use Announced Transfer.
	The entry is set to use Immediate Transfer.

Set DND

You can place any station in the directory in do-not-disturb mode.

1. Highlight the desired entry in the Directory.
2. Click **Set DND**. The screen, shown on the right, appears.
3. The drop-down list box contains the list of programmed do-not-disturb messages for your telephone system. Select the desired message by scrolling through the list.
4. If desired, enter text in the Second Line edit box.
5. Click **OK**.

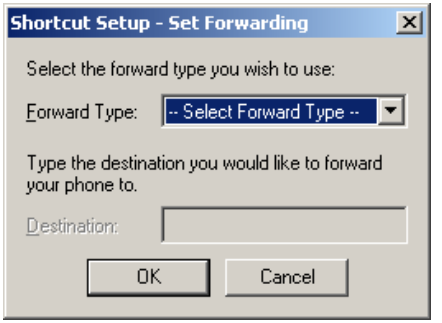
Shortcut Setup - Set DND Message
Select the DND message you wish to use.
DND Message:
-- Select DND Message --
Type the second line for the DND message. For example, if the DND message is "At Lunch 'Til", you may want to enter the time ("1:00") as the second line. Some DND messages may not require a second line.
Second Line:
OK
Cancel

NOTE: The Console supports DND messages across multiple nodes. The DND messages (00-20), shown in the Message drop-down list box above, may vary depending on how the DND messages were programmed in each node.

Set Forward

You can place any station in the directory in call forwarding mode.

1. Highlight the desired entry in the directory.
2. Select **Set Forward**. The screen, shown on the right, appears.
3. Select the Forward type from the scroll box. The forward options are: Forward Off, Forward Immediate, Forward If Busy, Forward if No Answer, and Forward if Busy or No Answer.
4. Type the Forward Destination in the text box, then click **OK**.


Shortcut Setup - Set Forwarding
Select the forward type you wish to use:
Forward Type:
-- Select Forward Type --
Type the destination you would like to forward your phone to.
Destination:
OK
Cancel

NOTE: For outside number destinations, the Attendant Console automatically insets the outgoing feature code. Do not include the outgoing access code in the number.

Hide Entry

System entries can be hidden so that they no longer display in the Directory.

To hide an entry from the Directory:

— Highlight the entry you wish to hide and right click on the mouse and then select **Hide Entry**.

OR

1. Select **Hidden Entries** in the Tools drop-down menu.
2. Check **Show all entries**.
3. Highlight the entry you wish to hide. To select all entries, press **CTRL+A**.

> **NOTE:** To select all but a few entries, press **CTRL+A** to select all and then, while holding down **CTRL** and using the mouse, click to unhighlight those entries that are to be hidden.

4. Click **Hide Entry**.

To display a hidden entry in the Directory:

1. Select **Hidden Entries** in the Tools drop-down menu.
2. Check **Show hidden entries only** to view all the hidden entries.
3. Highlight the entry in the Hidden Directory Entries list. To select all entries, press **CTRL+A**.

> **NOTE:** To select all but a few entries, press **CTRL+A** to select all and then, while holding down **CTRL** and using the mouse, click to unhighlight those entries that are to remain hidden.

4. Select **Unhide**.

NOTE: If the description or number of the entry changes, the Attendant Console will automatically unhide and display the entry in the Directory. Custom entries cannot be hidden. (To remove custom entries from the Directory, see page 50.)

Custom Entry

Custom entries are useful for specifying guests or for people who share a phone or frequently called CO numbers.

To add a custom entry:

1. Select **Custom Entry** and **Add** from the Directory drop-down menu. The window, shown below, appears.

2. Type the name and number. The field can contain digits (0-9), pound (#), asterisk (*), hyphen (-), comma (,), pause (P), flash (F), explanation (!), and parenthesis ( ) symbols. The Attendant Console verifies the information entered

   If you want any Attendant Console user to be able to use this entry, check **Everyone can use this**.

3. Click **OK** to save your changes (or click **Cancel** to exit without saving changes).

To edit a custom entry:

1. Highlight the custom entry to be edited in the Directory List.
2. Select **Custom Entry** and **Edit** from the Directory drop-down menu. The Attendant Console displays the Edit Directory dialog, similar to the one shown above, with the name and phone number fields filled in.

   If you want any Attendant Console user to be able to use this entry, check the **Everyone can use this** box.

3. Click **OK** to save your changes (or click **Cancel** to exit without saving changes).

To remove a custom entry:

1. Select the custom entry that you would like to remove from the Directory List.
2. Select **Custom Entry** and **Remove** from the Directory drop-down menu. The warning message appears. Click **Yes** to remove the entry, or click **No** to cancel it.

NOTE: The Edit and Remove options work only for custom entries. You cannot edit or remove a system entry. For information on changing system entries, see page 97.

Properties

This option allows you to change the properties of a directory entry. Some fields are only programmable by System Administrators. If you are not an Administrator, those fields will be grayed out.

To program the directory entry properties:

1. Highlight the desired entry in the Directory list and right click on the mouse and then select **Properties**.
   Or, select **Properties** from the Directory drop-down menu.
2. The Properties dialog, shown on the following pages, appears. The dialog is slightly different for each type of device.

The common fields that are programmable by any Console user are Transfer Type and Has Mailbox. To program these fields, follow the instructions below.

- **Has Mailbox:** *In the Axxess system version 5.1,* the Console has no knowledge of specific voice mail boxes. Therefore, the Console assumes every station has a voice mail box. If a station does not have a mailbox, you must uncheck **Has Mailbox** in the Properties dialog.

  In the Axxess system versions 5.2 and later and CS-5200/5400 and later, the Console receives mailbox information from the System. If the "Get mailbox information from the telephone system" check box in the Program tab of the Options menu is not checked, you can change the "Has Mailbox" option.

- **Transfer Type:** Allows you to set the transfer type for each directory entry. Each station can be set to use the default transfer type, to use immediate transfer, or to use announced transfer.

  The Console provides a visual indication as to what type of transfer it will perform. This visual indication is a small icon showing the transfer type, as shown on the right, and is for individual station.

  — Announce Transfer
  — Immediate Transfer

  When you initiate a transfer to a station, the Console automatically performs the correct type of transfer. The transfer type for each station applies to all users. If a station is set to use immediate transfers, no matter who is using the Console, that station will receive immediate transfers.

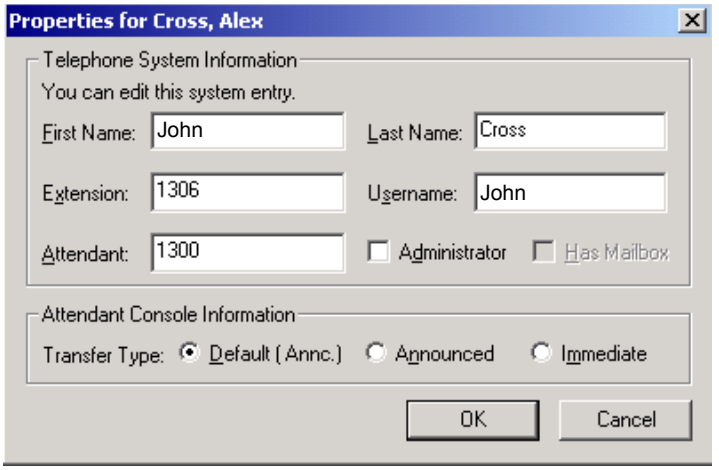
NOTE: Setting the transfer type in the Properties overrides both the Default Transfer Type and the Hunt Group/Voice Mail immediate transfer options (see page 14).

To set the transfer type:

— Click on the desired type in the Properties dialog.

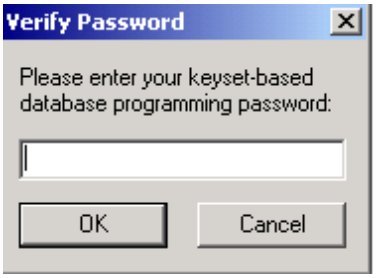
Followings are the sample dialogs for each device.

Sample Properties for Station and Single-Line Devices:



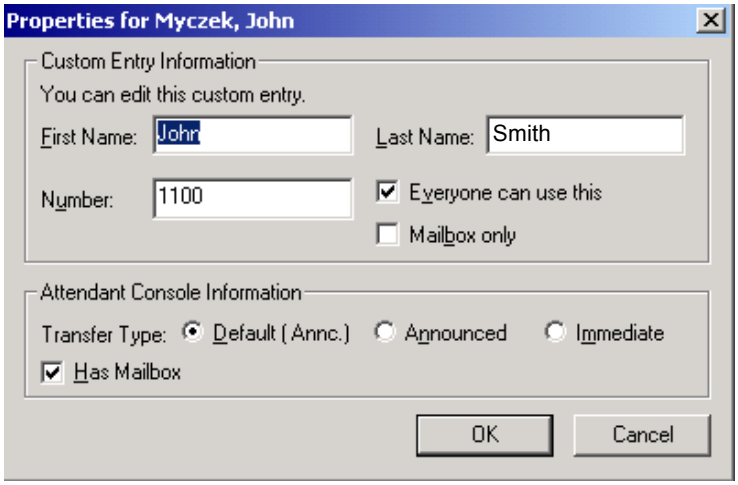
NOTE: Only a System Administrator who can provide a valid database programming password can program the first name, last name, extension, username, attendant, and administrator flag. If you are not an Administrator, these fields will be grayed out.

If you made changes to the system entry, click **OK**. You are then prompted to enter the database programming password, as shown below



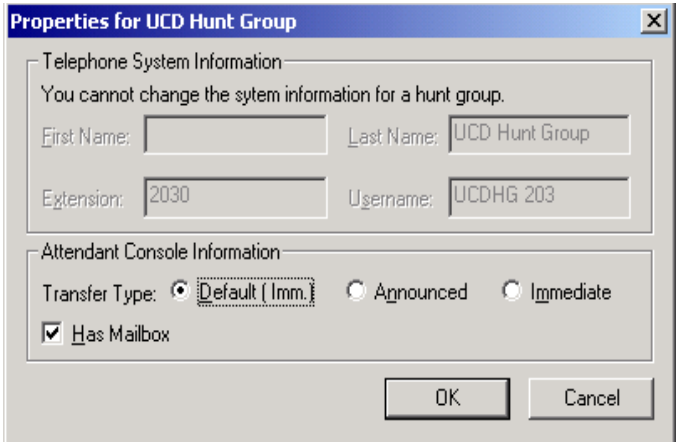
NOTE: Without a valid password, an Administrator will not be able to change the system entry.

Sample Properties for Custom Entries:

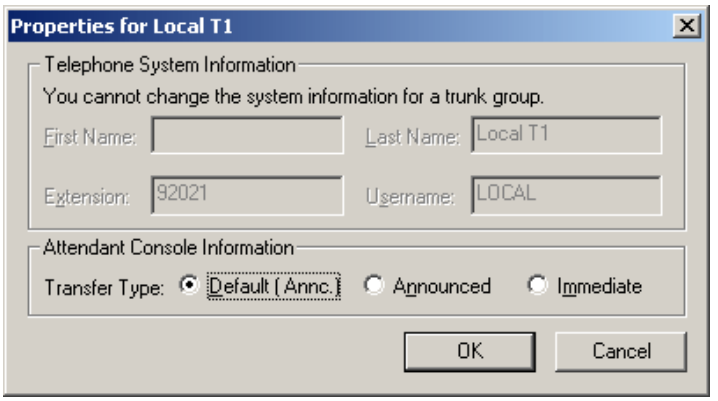


- **Everyone can use this:** Allows any Console user to be able to use this entry.
- **Mailbox only:** Allows you to add an unassociated mailbox as a custom entry.

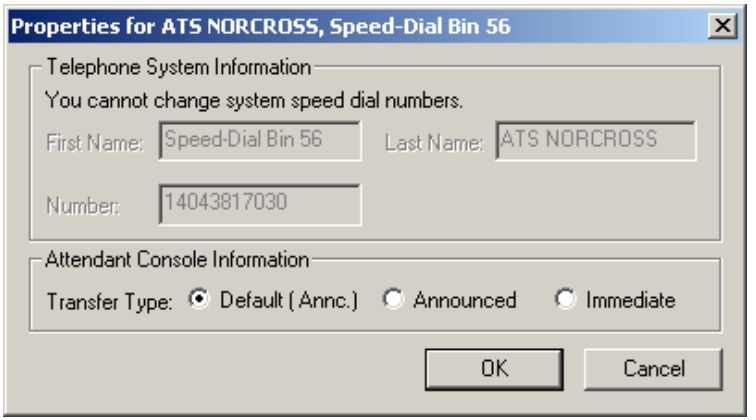
Sample Properties for Hunt Groups:



Sample Properties for Trunk Groups and Voice Mails:



Sample Properties for Speed-Dial Bins:



Volume Drop-Down Menu

When you select the Volume drop-down menu, the following screen appears. You can adjust the volume and set the microphone mute from the Attendant Console. Instead of placing a call on hold, you can mute your handset or speakerphone microphone, so that the calling party does not hear you.

Adjusting the Volume

Do one of the following:

— Select **Up** or **Down** from the Volume drop-down menu

OR

Press **CTRL+P** to increase the volume or **CTRL+W** to lower the volume.

To save your volume settings:

— Select **Save** from the Volume drop-down menu.

Muting the Microphone

To mute or unmute the microphone:

— Select **Mute** from the Volume drop-down menu

OR

Press **CTRL+U**.

NOTE: When mute is on, the option will have a check, and the MUTE status bar will lit.

Shortcuts Drop-Down Menu

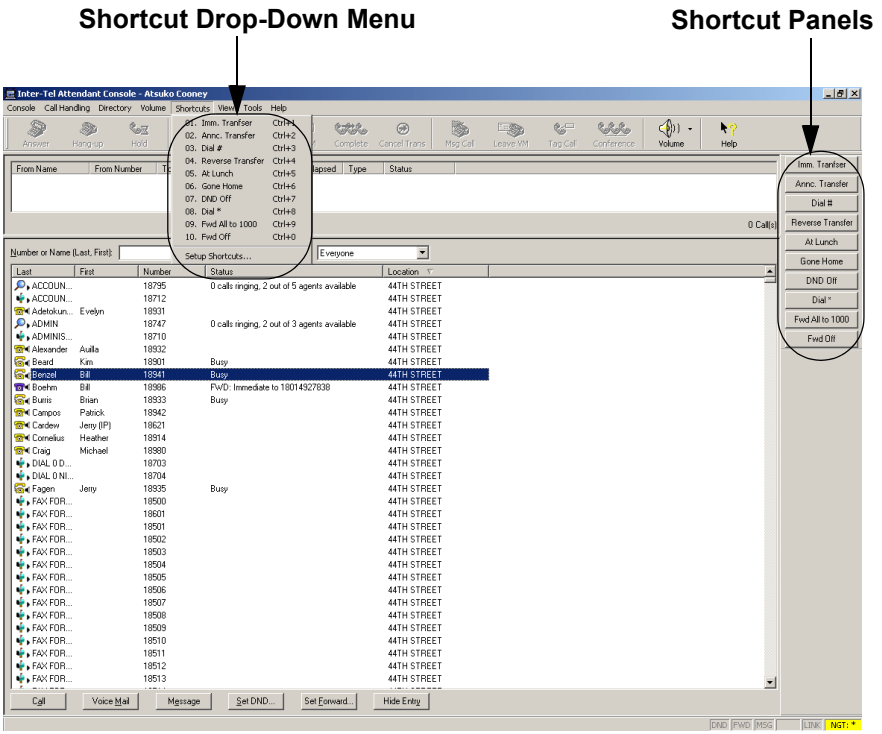
When you select the Shortcuts drop-down menu, the screen, as shown below, appears. This menu allows you to access to the features assigned to shortcut buttons 1-10. You can customize your Attendant Console with up to 40 shortcut buttons. The buttons can be displayed on up to four panels, each with ten buttons.

A shortcut performs a sequence of actions or dials a series of digits representing feature codes, the currently selected directory entry, or custom digits. Each action can be one of the following:

- Dial the selected directory entry
- Dial custom digits
- Dial a feature code
- Perform a telephone feature (transfer, hang-up, answer)
- Activate a specific tab or group
- Tag a call
- Pause for one second

To display the shortcut buttons in the Main Attendant Console screen:

1. Select the desired shortcut panel(s) from the View drop-down menu. The Shortcut buttons appear on the main screen, as shown below.



At default, the shortcuts are:

SHORTCUT BUTTON	SHORTCUT KEY	DESCRIPTION
Immediate Transfer	CTRL+1	Transfers a call without an announcement.
Annc. Transfer	CTRL+2	Transfers a call with an announcement.
Dial #	CTRL+3	Dials a pound (#).
Reverse Transfer	CTRL+4	Reverse transfers a call from the extension entered in the Directory.
At Lunch	CTRL+5	Enters the “Out to Lunch” do-not-disturb message.
Gone Home	CTRL+6	Enters the “Gone Home” do-not-disturb message.
DND Off	CTRL+7	Turns off do-not-disturb.
Dial *	CTRL+8	Dials an asterisk (*).
Forward All to 1000	CTRL+9	Forwards all calls to the operator (extension 1000).
Forward Off	CTRL+0	Turns off call forwarding.

2. You have two options for using the shortcuts:
   - Select a displayed shortcuts button on the right side of the main screen.
   - Select a desired Shortcut from the Shortcuts drop-down menu.

NOTE: The first ten shortcuts can be accessed by pressing **CTRL+***number 0-9*. The CTRL keys work even if the first ten are programmed differently from their default values. For example, if you change the Imm. Transfer button to Answer, the **CTRL**+1 will now answer a call and not perform the Imm. Transfer.

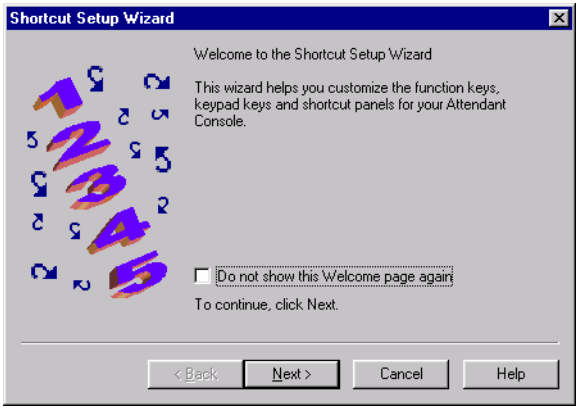
Setup Shortcuts

A shortcut performs a sequence of actions or dials a series of digits representing feature codes, the currently selected directory entry, or custom digits. Each action can be one of the following:

- Dial the selected directory entry
- Dial custom digits
- Dial a feature code
- Perform a telephone feature (transfer, hang-up, answer)
- Activate a specific tab or group
- Tag a call
- Pause for one second

To program shortcuts, do the following:

1. Either select **Setup Shortcuts** from the Shortcuts drop-down menu or **Setup** by right clicking on a shortcut button and launching the wizard from the context menu. The screen, shown below, appears.

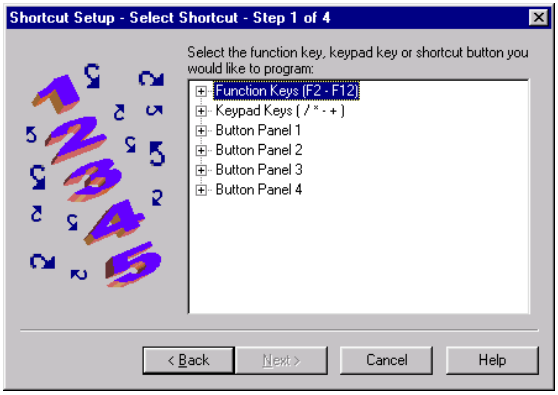

Shortcut Setup Wizard
Welcome to the Shortcut Setup Wizard
This wizard helps you customize the function keys, keypad keys and shortcut panels for your Attendant Console.
Do not show this Welcome page again
To continue, click Next.
< Back
Next >
Cancel
Help

NOTE: To display the shortcut panels on the Attendant Console screen, select **Shortcut Panel 1-4** in the View drop-down menu.

2. If you prefer not to show the Welcome page again, check **Do not show this Welcome page again**. To continue, click **Next**.

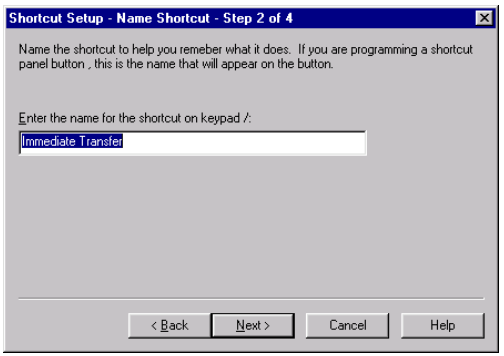
NOTE: If you would like to reinstate the Welcome page, select Setup Shortcuts from the Shortcuts drop-down menu, click **Back** and uncheck the **Do not show this Welcome page again**.

3. Select a shortcut you would like to program from any of the function keys (F2 - F12), the keypad keys (/, *, -, +), or any of the 40 shortcut buttons (ten per panel). The default settings are shown on the next page. After selecting the desired shortcut, click **Next**. The screen, shown on step 4., appears.

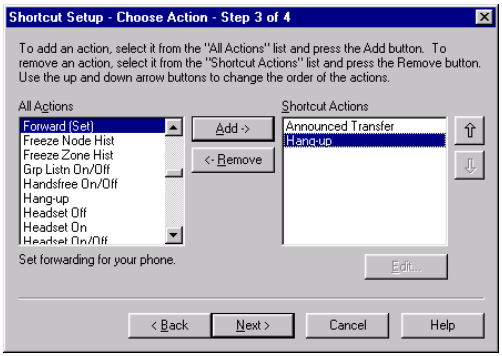

Shortcut Setup - Select Shortcut - Step 1 of 4
Select the function key, keypad key or shortcut button you would like to program:
Function Keys [F2 - F12]
Keypad Keys (/ * - +)
Button Panel 1
Button Panel 2
Button Panel 3
Button Panel 4
< Back
Next >
Cancel
Help

TREES	DEFAULT SETTINGS
Function Keys (F2-F12)	F2: Outside Numbers F3: <available> F4: Split F5: <available> F6: Cancel Transfer F7: Transfer to Voice Mail F8: Complete Transfer F9: Answer F10: Hold F11: <available> F12: Hang-up
Keypad Keys (/*-+)	keypad /: Immediate Transfer keypad *: Split keypad -: Cancel Transfer keypad +: Complete Transfer
Button Panel 1	Button 1: Imm. Transfer Button 2: Annc. Transfer Button 3: Dial # Button 4: Reverse Transfer Button 5: At Lunch Button 6: Gone Home Button 7: DND Off Button 8: Dial * Button 9: Fwd All to 1000 Button 10: Fwd Off
Button panel 2	Button 1-10: <available>
Button panel 3	Button 1-10: <available>
Button panel 4	Button 1-10: <available>

4. To assign a name to the shortcut button, enter the name in the Name Shortcut text box. Then, click **Next**. The screen, shown on the next page, appears. To return to the previous screen, click **Back**. To cancel the programming without changing, click **Cancel**.


Shortcut Setup - Name Shortcut - Step 2 of 4
Name the shortcut to help you remeber what it does. If you are programming a shortcut panel button , this is the name that will appear on the button.
Enter the name for the shortcut on keypad /:
Immediate Transfer
< Back
Next >
Cancel
Help

5. Select actions you would like the shortcut to perform. When you select an action from the All Actions list, a brief description of the action appears under the list.


Shortcut Setup - Choose Action - Step 3 of 4
To add an action, select it from the "All Actions" list and press the Add button. To remove an action, select it from the "Shortcut Actions" list and press the Remove button. Use the up and down arrow buttons to change the order of the actions.
All Actions
Forward (Set)
Freeze Node Hist
Freeze Zone Hist
Grp Listn On/Off
Handsfree On/Off
Hang-up
Headset Off
Headset On
Add ->
<- Remove
Shortcut Actions
Announced Transfer
Hang-up
Set forwarding for your phone.
Edit...
< Back
Next >
Cancel
Help

To add an action:

— Select the desired action from the All Actions list and click **Add->**. The action moves to the Shortcut Actions list.

> **NOTE:** You can include up to five actions in one shortcut. When five actions are reached, the Add button becomes disabled (grayed out).

To delete an action:

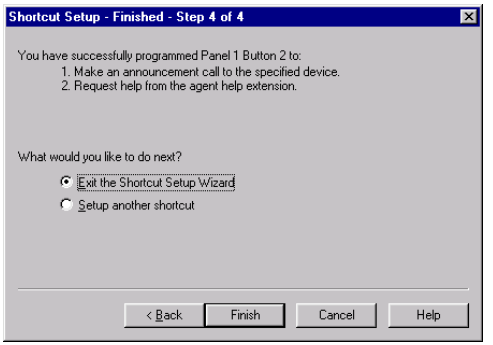
— Select the action to be removed from the Shortcut Actions list and click <- **Remove**.

6. If the action you added requires more information, a dialog will prompt you to enter the necessary information. For example, when you select **DND (set)** from the All Actions list, the following screen appears.

Shortcut Setup - Set DND Message
Select the DND messsage you wish to use.
DND Message:
-- Select DND Message --
Type the second line for the DND message. For example, if the DND message is "At Lunch Til", you may want to enter the time ("1:00") as the second line. Some DND messages may not require a second line.
Second Line:
OK
Cancel

7. After adding the shortcut actions, you may use the up and down arrow buttons to change the order of the actions, or select the action and click **Edit** to change the action specific information. Then, click **Next**. The last screen, shown on the next page, appears.

8. This screen provides you a summary of the shortcut that you just setup and then give you two choices:

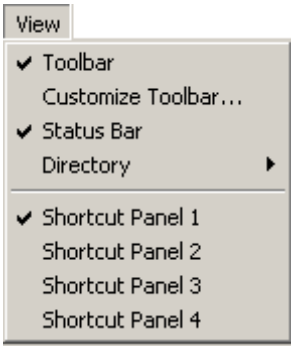

Shortcut Setup - Finished - Step 4 of 4
You have successfully programmed Panel 1 Button 2 to:
1. Make an announcement call to the specified device.
2. Request help from the agent help extension.
What would you like to do next?
Exit the Shortcut Setup Wizard
Setup another shortcut
< Back
Finish
Cancel
Help

- **Exit the shortcut setup wizard:** Closes the wizard and returns to normal Attendant Console operation.
- **Setup another shortcut:** Takes you back to the first step. The Finish button changes to the Next button.

9. After selecting one of the above selections, click **Finish** to complete the programming or **Cancel** to finish it without changing.

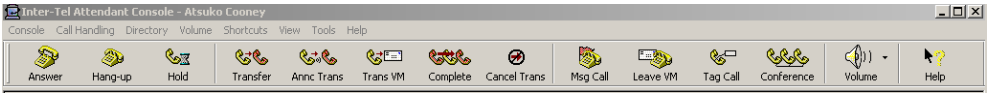
View Drop-Down Menu

When you select the View drop-down menu, the following screen appears. The options in this menu determine which elements are included in the main Attendant Console screen.



Toolbars

You can select toolbars, shown below, to be displayed on the main screen. You can change their position using the Customize Toolbar menu. You can click buttons to perform various call handling tasks, adjust volume, and access Help. The commands and descriptions are described on page 40.



To display toolbar(s):

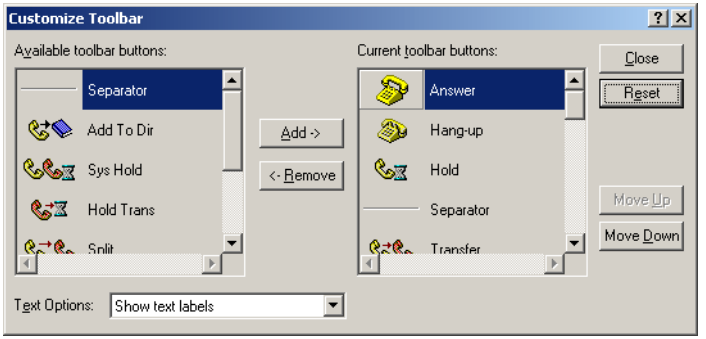
— Select **Toolbar** from the View drop-down menu.

To customize toolbar(s):

— Select **Customize Toolbar** from the View drop-down menu. Then, follow the instructions on the next page.

Customize Toolbar

When you select **Customize Toolbar** from the View drop-down menu, the following dialog appears. This allows you to choose toolbar buttons that are to be displayed on the Toolbar. After adding buttons, click **Close**. The new buttons appear on the Toolbar.



To add a button:

— Highlight the desired button in the Available toolbar buttons list box and click **Add->**. The toolbar will be inserted above the highlighted button in the Current toolbar buttons list box.

To change the order of the button(s):

— Highlight the button to be moved in the Current toolbar buttons list box and click **Move Up** or **Move Down**.

To remove a toolbar:

— Highlight the button to be removed in the Current toolbar buttons list box and click **<-Remove**.

To remove text labels from the toolbar:

— Select **No text labels** from the Text Options drop-down list box.

To show text labels in the toolbar:

— Select **Show text labels** from the Text Options drop-down list box.

To default the Toolbar:

— Click **Reset**.

Status Bar

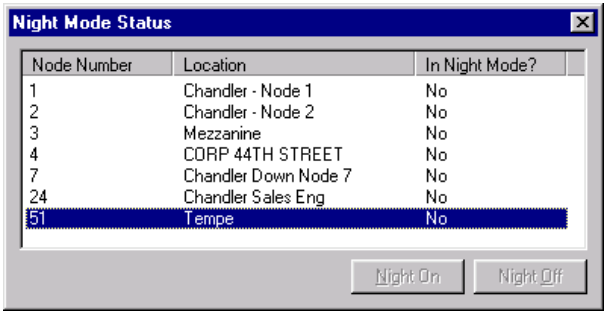
You can display or not display the status bar on the bottom of the Main Console screen. The status bar shows the purpose of the selected menu item or tool bar button, and the status of the selected directory entry. Error messages may also appear on the status bar.

To display the Status Bar:

— Select **Status Bar** from the Toolbars menu in the View drop-down menu. The status bar, as shown below, appears.

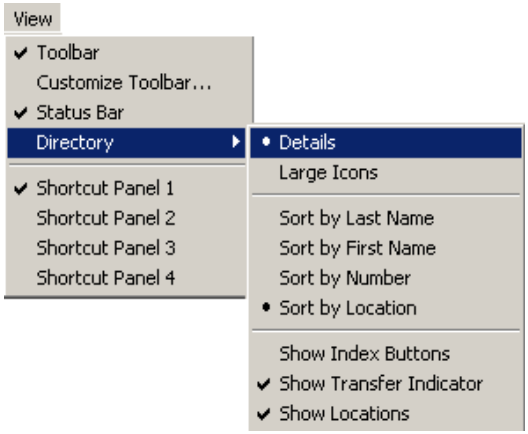
On the right-hand side of the status bar, there are six boxes. These boxes display short messages indicating when the listed features are enabled or a message is waiting. The features are, in order:

STATUS BUTTON	DESCRIPTIONS
DND	When not in DND, the DND area is grayed put. When in DND, the status area turns red (red is used in the directory to signify DND). If you right click on the status area, a menu appears that allows you to turn DND on or off for your station.
FWD	When not forwarded, the FWD area is grayed put. When forwarded, the status area turns blue (blue is used in the directory to signify forward). If you right click on the status area, a menu appears that allows you to turn forwarding on or off for your station, as shown below.
MSG	Message Received. When there are messages, the status area turns green. You can either double click the MSG area to display the Messages dialog, or you can right click to display a menu that will bring up the message dialog
MUTE	When not connected to a call, the mute area is grayed put. When connected to a call and not muted, the MUTE area is visible. When connected to a call and muted, the status area turns red. You can double-click the mute area to toggle the mute status, or right click to display a menu that will toggle mute.
LINK	When all OAI connections are up, the LINK button is grayed put. This status indicates that the Console is connected to an OAI Server. If one or more connections are down, the status area turns yellow. You can double-click the link status area to display the connection status (see page 25), or right click to display a menu that will bring up the connection status.

STATUS BUTTON	DESCRIPTIONS
NGT:OFF	When all nodes are in day mode, the night mode area displays “NGT:OFF.”
NGT:ON	When all nodes are in night mode, the status area turns red and "NGT:ON" is displayed. *Continued on the next page.*
NGT:*	If some nodes are in night mode and some are not, the status area turns yellow and the “NGT: *” is displayed. You can double-click the night mode status area to view the current night mode status of each node, as show below.  If you are an Administrator, you can turn the Night Mode On and Off from this screen by clicking the **Night On** or **Night Off** button. You can also right click the status area to display a menu that will allow you to turn on night mode, turn off night mode, view the current night mode status, and configure how night mode is enabled and disabled, as shown below. (Selecting **Configure** will display the Night Mode option page, shown on page 19.) **NOTE:** The night mode status is based on how the user has night mode configured, not necessarily all the nodes the Console is communicating with. Only an Administrator can turn the Night Mode on and off.

Directory

When you select **Directory** from the View drop-down menu, the following screen appears. The options in this menu determine how the directory list will appear in the main screen.

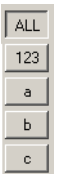


The following options are available:

- **Details:** Displays last and first names, extension numbers, location, and status in small fonts. This is the default mode.
- **Large Icons:** Displays large icons with last/first names and extension numbers. The status, such as DND and FWD, are visible as icons.
- **Sort by Last Name, First Name, Number, or Location:** Sorts Directory list in ascending order based on the column selected. By default, the list is sorted by last name. You can also sort columns by clicking on the column header you want to sort by.

NOTE: You cannot sort the directory while searching. For example, if you type "123" in the Number or Name field, the directory will automatically be sorted by number.

- **Show Index Buttons:** Allows you to search the directory using the alphabet index buttons. When this menu option is selected, the index buttons, shown on the right, appear on the right side of the directory list. Click a button that contains an initial letter of the desired name you are searching for.



NOTE: If the directory is currently sorted by last/first name, the 123 index button will display all entries containing numbers as the first character in their last/first name column.

- **Show Transfer Indicator:** Displays symbols of the transfer type (Immediate or Announced), shown below, next to the large icons for each directory entry.

  — Announce Transfer
  — Immediate Transfer

- **Show Locations:** Displays the locations for each directory entry.

NOTE: This does not apply to the Large Icons mode. In Large Icons mode, the location is displayed in the ToolTip popup screen.

Shortcut Panels 1-4

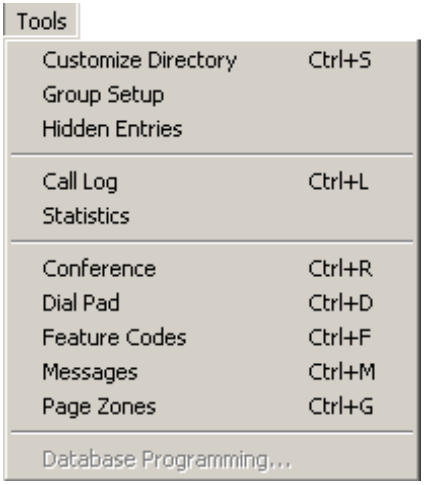
The shortcut panels display up to 40 customized shortcut buttons on the Console main screen. The panels can be "docked" on the left or right of the screen or "floated" anywhere on the screen. Each shortcut panel contains 10 shortcut buttons. To customize a shortcut button, see page 56.

To display the shortcut panels in the Main Console screen:

— Select the desired shortcut panel(s) from the View drop-down menu.

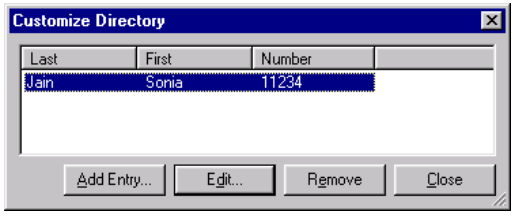
Tools Drop-Down Menu

When you select the **Tools** drop-down menu, the following screen appears. The options in the menu allow you to program and/or operate various features.



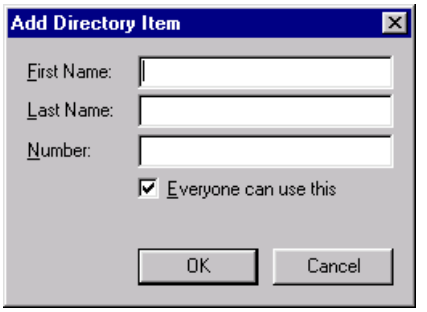
Customize Directory

When you select **Customize Directory** (or press **CTRL+S**) from the Tools drop-down menu, the following screen appears. Custom entries are useful for specifying guests or for people who share a phone or frequently called CO numbers.



To add a custom entry:

1. Click **Add Entry** from the Custom Directory dialog or select **Add To Directory** from the Call Handling drop-down menu. The window, shown below, appears.



2. Type the name and number. The field can contain digits (0-9), pound (#), asterisk (*), hyphen (-), comma (,), pause (P), flash (F), explanation (!), and parenthesis ( ) symbols. The Attendant Console verifies the information entered

   If you want any Attendant Console user to be able to use this entry, check **Everyone can use this**.

3. Click **OK** to save your changes (or click **Cancel** to exit without saving changes).

To edit a custom entry:

1. Highlight the custom entry to be edited in the Directory List.
2. Click **Edit** from the Custom Directory dialog. The Attendant Console displays the Edit Directory dialog, similar to the one shown above, with the name and phone number fields filled in.

   If you want any Attendant Console user to be able to use this entry, check the **Everyone can use this** box.

3. Click **OK** to save your changes (or click **Cancel** to exit without saving changes).

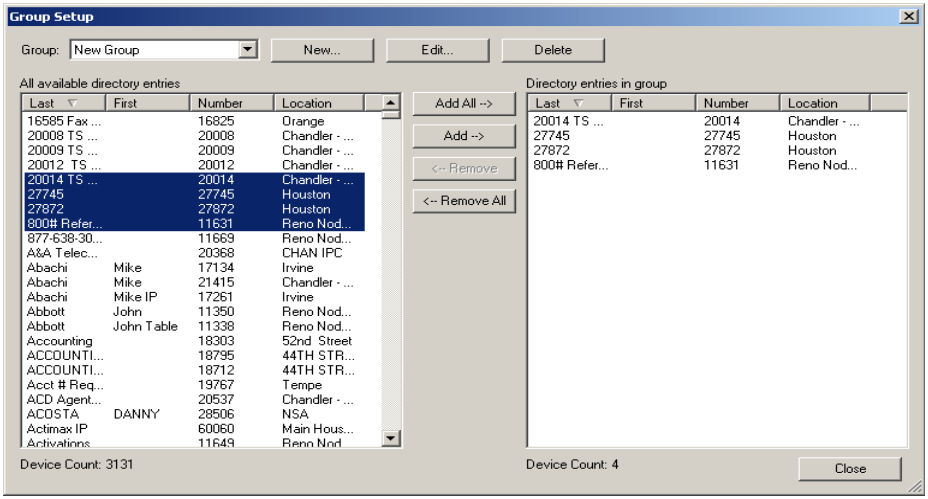
To remove a custom entry:

1. Highlight the custom entry to be removed in the Directory List.
2. Click **Remove** from the Customize Directory dialog.

NOTE: The Edit and Remove options work only for custom entries. You cannot edit or remove a system entry. For information on changing system entries, see page 97.

Group Setup

When you select **Group Setup** from the Tools drop-down menu, the following screen appears. This screen allows you to create new group(s) for the Directory. You can use groups to control the displayed extension list in the Directory for easy access. In the default Attendant Console database, there are three groups: Inside Numbers, Outside Numbers, and Everyone. These default groups cannot be modified.



- **All Available Directory Entries and Directory Entries in Group:** Display station user's last and first names, extension numbers, and the locations of stations.
- **Device Count:** Displays the number of the stations available in the Group at the bottom of the screen.

To create groups:

1. Click **New**. The screen on the right appears.
2. Enter the name of the group in the text area of the dialog box.
3. Check **Everyone can use this** if you want all Attendant Console users to use the group.
4. Click **OK**.

To move an entry from the All available directory entries list: Highlight the entry and click **Add**. Or, double-click the entry in the Available list. As you add or delete names, the Directory Entries in Group list will be updated.

NOTE: To select all but a few entries, press **CTRL+A** to select all and then, while holding down **CTRL** and using the mouse, click to unhighlight those entries that are not to be added.

To add all the list entries: Click **Add All.**

To delete a name from the Device Entries in Group list: Highlight the name and click **Remove**.

NOTE: To select all but a few entries, press **CTRL+A** to select all and then, while holding down **CTRL** and using the mouse, click to unhighlight those entries that are not to be deleted.

To remove all entries from the list: click **Remove All**.

To change group properties:

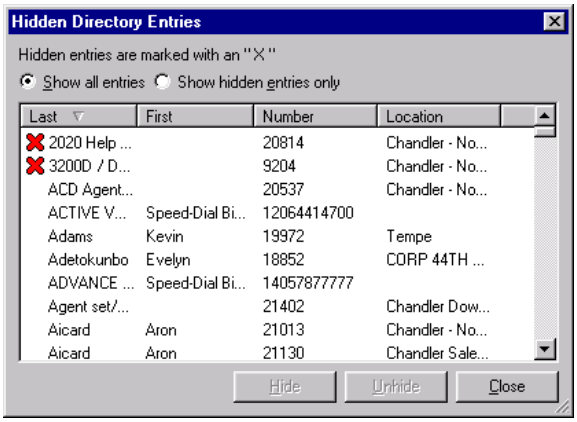
1. Select the group that you want to change from the scroll box.
2. Click **Edit**. The screen, shown on the right, appears.
3. Edit the information as needed and click **OK**.

To delete a group:

1. Select the group that you want to delete from the scroll box.
2. Click **Delete.**

Hidden Entries

When you select **Hidden Entries** from the Tools drop-down menu, the following screen appears.



To view all entries:

— Check **Show all entries**.

To view hidden entries only:

— Check **Show hidden entries only**.

To display a hidden entry:

1. Highlight the entry in the Hidden Directory Entries list.

   NOTE: To select all but a few entries, press **CTRL+A** to select all and then, while holding down **CTRL** and using the mouse, click to unhighlight those entries that are to remain hidden.

2. Click **Unhide**.

To hide an entry:

1. Select **Show all entries** and highlight the desired entry you want to hide.

   NOTE: To select all but a few entries, press **CTRL+A** to select all and then, while holding down **CTRL** and using the mouse, click to unhighlight those entries that are not to be hidden.

2. Click **Hide**.

NOTE: If the description or number of the entry changes, the Attendant Console will automatically unhide and display the entry in the Directory. Custom entries cannot be hidden. (To remove custom entries from the Directory, see the section, "To remove a custom entry:" on page 70.)

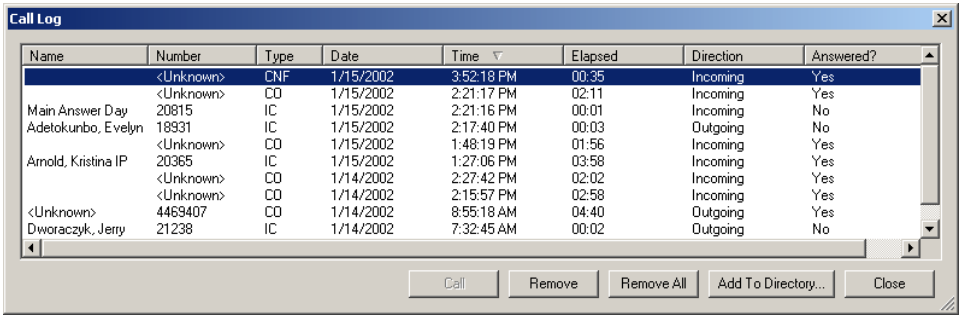
Call Log

When you select **Call Log** (or press **CTRL+L**) from the Tools drop-down menu, the following screen appears. This screen provides you with a record of the called name, number, type, date, call start time, and call elapsed time, direction (incoming or outgoing), and if the call was answered or not.

NOTE: The direction is relative to the operator's phone, not the telephone system. For example, if a call is transferred to the Console user, that call will always be considered as an incoming call regardless of whether the call is originated from another extension or the outside number.

The logs are listed in the order they were disconnected. Your Attendant Console's setup determines how many calls are stored in the log (see page 25). The range is 0-3000.

You can place calls from the Call Log, remove entries, or move entries to your Directory, as described below.


Call Log
Name
Number
Type
Date
Time
Elapsed
Direction
Answered?
<Unknown> CNF 1/15/2002 3:52:18 PM 00:35 Incoming Yes
<Unknown> CO 1/15/2002 2:21:17 PM 02:11 Incoming Yes
Main Answer Day 20815 IC 1/15/2002 2:21:16 PM 00:01 Incoming No
Adetokunbo, Evelyn 18931 IC 1/15/2002 2:17:40 PM 00:03 Outgoing No
<Unknown> CO 1/15/2002 1:48:19 PM 01:56 Incoming Yes
Arnold, Kristina IP 20365 IC 1/15/2002 1:27:06 PM 03:58 Incoming Yes
<Unknown> CO 1/14/2002 2:27:42 PM 02:02 Incoming Yes
<Unknown> CO 1/14/2002 2:15:57 PM 02:58 Incoming Yes
<Unknown> 4469407 CO 1/14/2002 8:55:18 AM 04:40 Outgoing Yes
Dworaczyk, Jerry 21238 IC 1/14/2002 7:32:45 AM 00:02 Outgoing No
Call
Remove
Remove All
Add To Directory...
Close

To dial a number using the Call Log, do one of the following:

— Click **Call** or press **ENTER** while the call is highlighted in the list.

OR

Double-click on an entry in the list.

NOTE: When you call a number from the Call Log, the area code is not dialed if it matches your home area code. The Attendant Console gives you the option of editing the phone number before dialing by displaying the number.

To remove a Call Log entry:

— Highlight the desired entry.

— Click **Remove**.

To remove multiple Call Log entry:

— Select the desired entries by clicking the entries while holding down **CTRL**.

> **NOTE:** To select all but a few entries, press **CTRL+A** to select all and then, while holding down **CTRL** and using the mouse, click to unhighlight those entries that are not to be removed.

— Click **Remove**.

To remove all Call Log entries:

— Click **Remove All**.

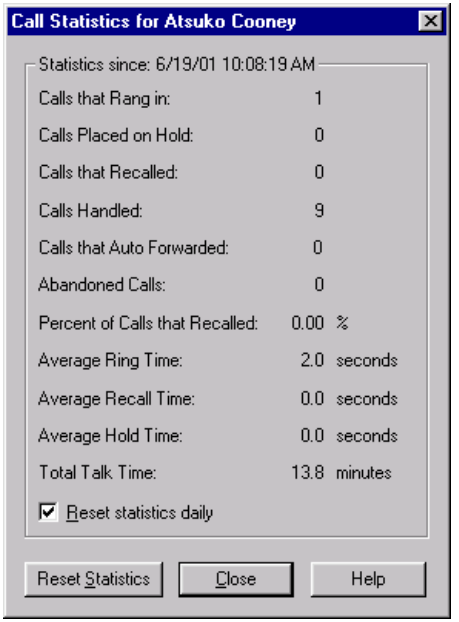
To move a Call Log entry to your Directory:

— Highlight the entry.

— Click **Add To Directory**.

Statistics

When you select **Statistics** from the Tools drop-down menu, the following screen appears. Call handling statistics are tracked by the Attendant Console. You can also view cumulative statistics by opening the archive files that are stored in the Attendant Console/Stats directory.


Call Statistics for Atsuko Cooney
Statistics since: 6/19/01 10:08:19 AM
Calls that Rang in: 1
Calls Placed on Hold: 0
Calls that Recalled: 0
Calls Handled: 9
Calls that Auto Forwarded: 0
Abandoned Calls: 0
Percent of Calls that Recalled: 0.00 %
Average Ring Time: 2.0 seconds
Average Recall Time: 0.0 seconds
Average Hold Time: 0.0 seconds
Total Talk Time: 13.8 minutes
Reset statistics daily
Reset Statistics
Close
Help

- **Statistics:**
  - **Calls that Rang in:** Shows the number of incoming IC and CO calls. If there is an outgoing call that is placed on hold and it recalls, it is not counted as a call that rang in. Incoming transfers are not counted because the announcement call will be counted. This also does not include calls that automatically forwarded.
  - **Calls Placed on Hold:** Shows the number of the IC and CO calls placed on individual hold. It does not include calls placed on transfer hold. If a call is placed on hold multiple times, it is counted multiple times.
  - **Calls that Recalled:** Shows the number of IC and CO calls that recalled from hold. It does not include calls that recalled from a transfer. If a call recalls multiple times, it is counted multiple times.
  - **Calls Handled:** Every time an IC or CO call leaves the operator, it was handled, unless it was on hold, was ringing, or was a transfer announcement call. When a conference is made each call in the conference is counted as handled and the conference call is treated as a new call. Calls that automatically forward are not counted as handled.

- **Calls that Automatically Forwarded:** Counts increases every time the Console automatically forwards a call.
- **Abandoned Calls:** Displays a CO call that rang in but was never answered. This does not include calls that automatically forwarded.
- **Percent of Calls that Recalled:** Shows the percentage of calls placed on hold that recalled. It does not include calls placed on transfer hold.
- **Average Ring Time:** Shows the average time that incoming IC and CO calls were ringing, not including recalling. This does not include the ring time for calls that automatically forwarded.
- **Average Recall Time:** Shows the average time IC and CO calls spent recalling.
- **Average Hold Time:** Shows the average time IC and CO calls were on individual hold, not including time that they are recalling from hold.
- **Total Talk Time:** Shows the total time the Attendant Console was connected to both IC and CO calls.

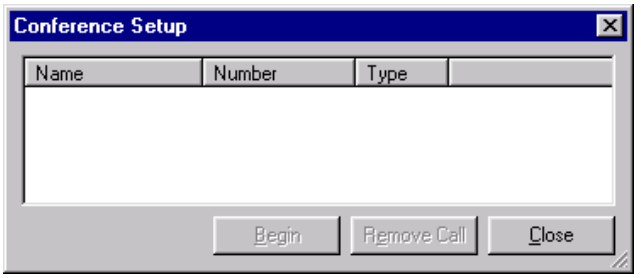
- **Reset Statistics Daily:** Unless you check this box to clear the statistics screen at midnight each day, the statistics are gathered until you clear them (as described below).
- **Reset Statistics:** To clear the statistics display, click **Reset Statistics**. Clearing the statistics screen affects only this dialog box; it does not affect the archived statistics files that are stored on your PC.
- **Help:** Provides access to the Attendant Console Help files.

NOTE: When a user logs off with active calls, the call statistic times are treated as though the call disconnected at that time. When a user logs on with active calls, the call statistic times start from the time they log on.

Viewing Archived Statistics: Allows you to keep a record of the statistics for two months. Complete statistics are archived on your PC, in the Attendant Console/Stats directory, so that they can be obtained later. The saved statistics are categorized by month. There are two statistics files: one for the current month, and one for the previous month. The files are named `this_month.csv` and `last_month.csv` and they can be viewed using Microsoft Excel (or any program that reads comma-separated value files). The previous month's file will be overwritten at the end of the current month.

Conference

When you select **Conference** (or press **CTRL+R**) from the Tools drop-down menu, the following screen appears. This screen indicates the status of conference setup. You cannot build a conference call using this screen. To build a conference, refer to "Building a Conference" on page 91.

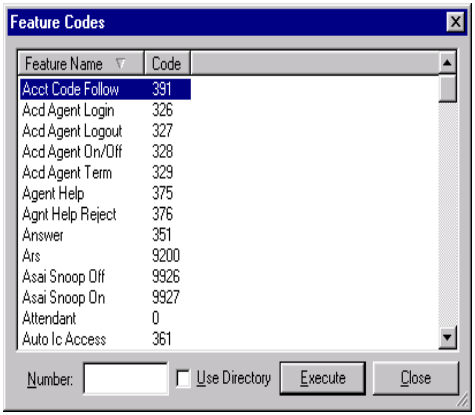


Dial Pad

When you select **Dial Pad** (or press **CTRL+D**) from the Tools drop-down menu, the following screen appears. This allows you to use dial pad on the screen. The dial pad can float anywhere on the screen.

Feature Codes

When you select **Feature Codes** (or press **CTRL+F**) from the Tools drop-down menu, the following screen appears. You can select a feature code and execute it. This gives you access to station features that are not included on the main Attendant Console.



The Feature Codes list is an alphabetical listing of telephone system feature names and feature codes.

To use a system feature code, do one of the following:

1. If the feature code will require additional digits, enter them in the **Number** box. Or, to use the entry highlighted in the Directory, check **Use Directory**.
2. Highlight the desired feature code in the list and then click **Execute**.

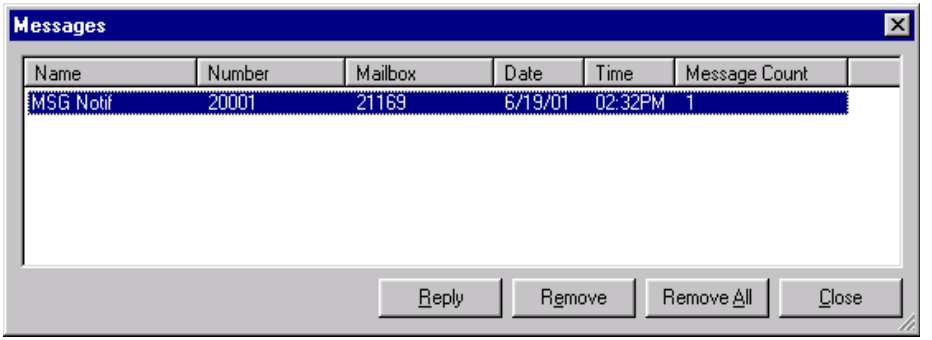
   OR

   Double-click the desired feature code.

Messages

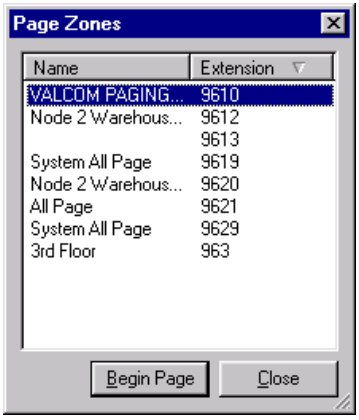
When you select **Messages** (or press **CTRL+M**) from the Tools drop-down menu or press lit **MSG** status bar, the following screen appears. This dialog provides information on any messages that are waiting at your station. It tells you the source of the messages, time and date stamp, and the number of the messages. See page 94 for details on how to respond to a message.

NOTE: If a station-to-station message is left more than once between the same two extension numbers, the message count will only display 1.



Page Zones

When you select **Page Zones** (or press **CTRL+G**) from the Tools drop-down menu, the following screen appears. The Paging feature allows you to make announcements through phone speakers and/or through optional external paging equipment.



To make a page:

1. Highlight the desired page zone and press **ENTER** or click **Begin Page**.

   OR

   Double-click on the desired page zone**.**
2. Make your announcement before the Paging timer expires, then hang up.

Database Programming

Any Administrator station can perform database programming using the Attendant Console. The following fields are programmable using the Attendant Console Database Programming:

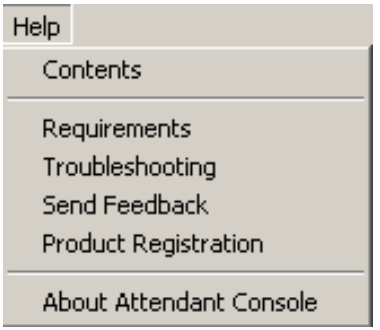
— Station information for individual stations

— DND and Reminder messages

For more information on how to program, refer to “Programming Station Information” on page 97.

Help Drop-Down Menu

When you select **Help** from the Tools drop-down menu, the following menu appears. Select this menu for access to Attendant Console Help and information on the Attendant Console software.



- **Contents:** Displays the contents of the help file.
- **Requirements:** Displays Software and Hardware requirements. See page 4 for more details.
- **Troubleshooting:** Displays troubleshooting information.
- **Send Feedback:** Allows you to send comments to Inter-Tel. If you would like to send feedback to Inter-Tel, enter the required information in the form and click **Send**.
  - **Clear Form:** Clears all the fields.
  - **Print Form:** Launches Notepad and automatically prints the form.
  - **Send:** Sends the feedback form to Inter-Tel.
- **Product Registration:** Displays the Product Registration form. If you would like to perform online registration, enter the required information in the form and click **Register**.
  - **Clear Form:** Clears all the fields.
  - **Print Form:** Launches Notepad and automatically prints the form.
  - **Register:** Sends the registration information to Inter-Tel.
- **About Attendant Console:** Displays Attendant Console version information.

HANDLING CALLS

Placing Calls

To place a call:

1. Select **Number or Name** in the Directory and begin typing the name or the telephone number you wish to dial. The Attendant Console searches the directory for the name or number as you type it, and displays a list of partial matches. To decrease the number of matches, continue to enter characters and narrow the search until you can see the name or number you want to select.

   NOTE: The Attendant Console searches only the first column when you type a name. If you type a number that does not match a directory entry, the Attendant Console can still call that number. However, if you type a name that does not match a directory entry, the Attendant Console cannot make a call.

2. Place a call in one of the following ways:

   — Press **ENTER** or click **Call** when the call is highlighted in the Directory.

   OR

   Double-click on the entry in the Directory.

To place a call to a voice mailbox:

— Click **Voice Mail** in the Directory.

Answering Calls

Incoming calls appear in the Call List in the order received, with the oldest call at the top of the list.

To answer a call, do one of the following:

— Click **Answer** in the Toolbar

OR

Select **Answer** from the Call Handling drop-down menu.

OR

Press the Answer function key (defaults to **F9**)

OR

Double-click on the desired call in the Call List

OR

Highlight the desired call in the Call List and press **ENTER**.

NOTE: When you answer a call, the system hangs up the currently connected call or "skates" it to hold, depending on your User Settings (see page 11). If you are paging or connected to voice mail, answering a new call will always disconnect the page or call.

Tagging Calls

You can specify a name for an outside call with the tagging feature. A record of the call will be stored in your Call Log with the new information. The new name will stay with the call if it moves to other stations in the telephone system.

Highlight the call in the Call List and then do one of the following:

— Press **CTRL+T**

OR

Click **Tag Call** from the Toolbar

OR

Select **Tag** from the Call Handling drop-down menu.

When the edit box displays, type the name (Tag) you wish to associate with the call and press enter.

Hanging Up

Hang-Up ends an operation or disconnects a call, the same as hanging up the handset on your phone.

To hang up, do one of the following:

— Click **Hang-up** from the Toolbar

OR

Select **Hang-Up** from the Call Handling drop-down menu

OR

Press the Hang-Up function key (defaults to **F12**).

Transferring Calls

There are several options for the type of transfer that takes place when you select a destination using the Directory. Initially, you need to set the default transfer mode in the Transfer Options page (see page 14).

The User Settings that affect call transfers are:

— Default Transfer Type

— Hot Dialing

TIP: For the fastest transfers, set the Default Transfer Type to Immediate Transfer and enable Hot Dialing.

Immediate Transfer

To transfer a call immediately, with no announcement, do one of the following:

— Press **CTRL+1**

OR

Select the destination number in the Directory, then click **Transfer** from the Toolbar

OR

Select **Immediate Transfer** from the Call Handling drop-down menu.

To transfer a call immediately without answering:

— Simply drag and drop the highlighted call in the Call List to the destination number in the Directory List.

NOTE: This method overrides any of the default transfers: the Default Transfer Type, the Hunt Group/Voice Mail immediate transfer options, and the Transfer Type options (see pages 14 and 51 respectively).

Announced Transfer

To place a call to the destination so you can announce the transfer, do one of the following:

— Press **CTRL+2**

OR

Click **Annc Trans** from the Toolbar

OR

Select **Announced Transfer** from the Call Handling drop-down menu.

— Then, Complete transfer.

NOTE: This method overrides any of the default transfers: the Default Transfer Type, the Hunt Group/Voice Mail immediate transfer options, and the Transfer Type options (see pages 14 and 51 respectively).

Holding for Announced Transfer

To place a call on transfer hold before announceing the transfer, do one of the following:

— Click **Trans Hold** from the Toolbar

OR

Select **Hold for Transfer** from the Call Handling drop-down menu.

— Then, Complete transfer.

Transferring to Voice Mail

— Select the destination number in the directory, and click **Voice Mail** in the directory or press **CTRL+ENTER**

OR

Click **Trans VM** from the Toolbar

OR

Selecting **Transfer to Voice Mail** from the Call Handling drop-down menu.

Canceling a Transfer

You can cancel a transfer at any time before the transfer is completed.

To cancel a transfer, do one of the following:

— Click **Cancel Trn.** from the Toolbar

OR

Select **Cancel Transfer** from the Call Handling drop-down menu

OR

Press the Cancel Transfer function key (defaults to **F6**).

Transferring a Call with Hot Dialing

Enter the destination number in the directory **Name or Number** box. This will automatically make the announcement call or immediately transfer the call to the number, depending on your User Settings.

To end an announcement call and complete the transfer, do one of the following:

— Click **Complete** from the Toolbar

OR

Select **Complete Transfer** from the Call Handling drop-down menu (if you have *"Hangup" To Complete Transfer Hold* enabled, press **Hang Up** or **F12**)

OR

Press the Complete Transfer function key (defaults to **F8**).

To place the call on hold at the destination station, do one of the following:

— Click **Comp.Hold** from the Toolbar

OR

Select **Complete To Hold** from the Call Handling drop-down menu (if you have *"Hold" To Complete Transfer Hold* enabled, press **Hold** or **F10**).

Transferring a Call without Hot Dialing

1. Select or enter the destination number in the Name or Number box.
2. Press **ENTER** to make the announcement call or transfer the call to the number, depending on your User Settings.

   To end an announcement call and complete the transfer, do one of the following:

   — Click **Complete** from the Toolbar

   OR

   Select **Complete Transfer** from the Call Handling drop-down menu (if you have *Hung up To Complete Transfer* enabled, you can press **Hang Up** or **F12**)

   OR

   Press the Complete Transfer function key (defaults to **F8**).

   To place the call on hold at the destination station, do one of the following:

   — Click **Comp.Hold** from the Toolbar

   OR

   Select **Complete Transfer To Hold** from the Call Handling drop-down menu (if you have *"Hold" To Complete Transfer Hold* enabled, you can press **Hold** or **F10**).

Split between the Announcement Call and Transfer Party

While on an announcement call, if you wish to return to the party waiting to be transferred, do one of the following:

— Click **Split** from the Toolbar

OR

Select **Split** from the Call Handling drop-down menu

OR
Press the Split function key (defaults to **F4**).

To return to the announcement call:

— Select **Split** again. These steps can be repeated as often as necessary.

Canceling a Transfer

You can cancel a transfer at any time before the transfer is completed. Do one of the following:

— Click **Cancel Trn.** from the Toolbar

OR

Press the Cancel Transfer function key (defaults to **F6**)

OR

Select **Cancel Transfer** from the Call Handling drop-down menu.

Putting Calls on Hold

- **Individual Hold:** Putting a call on Individual Hold makes it available only at your station.

  To place a call on Individual Hold, do one of the following:

  — Click **Hold** from the Toolbar

  OR

  Select **Individual Hold** from the Call Handling drop-down menu

  OR

  Press the Hold function key (defaults to **F10**).

  To return to the call on Individual Hold, do one of the following:

  — Click **Answer** from the Toolbar

  OR

  Press the Answer function key (defaults to **F9**). (If you have *"Allow Hold To Toggle Hold* enabled, you can press **Hold** to take the call off hold)

- **System Hold:** If you put a call on System Hold, it can be picked up at your station or at any keyset that has a flashing key for that outside line.

  To place a call on System Hold, do one of the following:

  — Click **Sys Hold** from the Toolbar

  OR

  Select **System Hold** from the Call Handling drop-down menu.

Conference Calls

Multi-party conference calls can be established using the Conference Setup dialog controls. The dialog is accessed by selecting Conference from the Tools drop-down menu. In addition to your station, the conference can include up to four parties (including you) in any combination of intercom and outside calls. Establishing a conference is done in two steps: building the conference and connecting the conference.

Building a Conference

You can build a conference from calls that are either connected or on individual hold in the main Call List. You cannot add ringing calls.

1. Highlight the desired call in the Call List.

   Do one of the following.

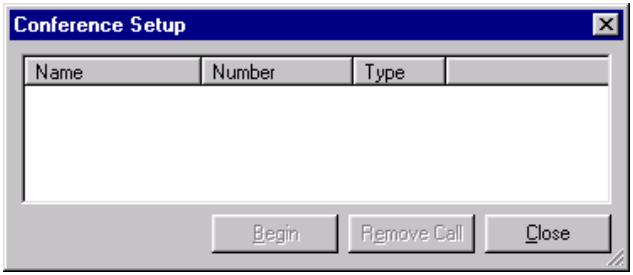
   — Press **CTRL+N** (this option is available only while you are on a call)

   OR

   Press **CTRL+R**

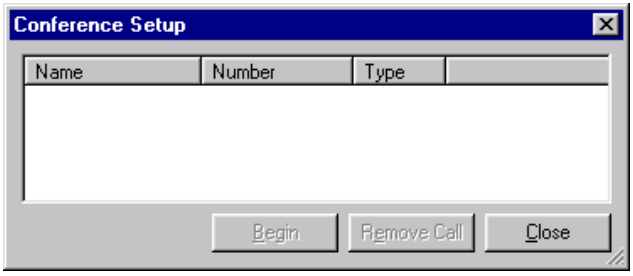
   OR

   Click **Conference** from the Toolbar. The following screen appears.



NOTE: If you pressed CTRL+N, skip step 2.

2. Drag and drop the highlighted call onto the Conference Setup dialog.
3. The Attendant Console copies the call into the Conference Setup list, as shown below.



NOTE: The call still appears in the Call List. If one of the calls is on hold or not connected, the Begin button will be grayed out.

4. Repeat steps 1 and 2 for all calls to be included in the conference.

   If you copy the wrong call into the Conference Setup list, remove it by highlighting it in the Conference Setup list and clicking **Remove Call**. This does not affect the Call List, only the Conference Setup list.

NOTE: There is *no* active conference yet.

Connecting a Conference

When you have built your Conference list, you are ready to connect the conference call.

— Click **Begin** on the Conference dialog. The Attendant Console removes all entries from the Conference Setup list, removes the individual calls from your Call List, and adds the conference call as a connected call in the Call List.

Adding a Call to the Conference

During a conference, if you want to add a party, do the following:

1. Place the conference on hold by moving it to the Conference Setup dialog, as described above.
2. Place a call to the party you wish to add and move that call to the Conference Setup dialog.
3. Click **Begin**.

Inter-Station Messages

In the Axxess system version 5.1, the Attendant Console has no knowledge of specific voice mail boxes, as it does not receive information about them. Therefore, the Attendant Console assumes every station has a voice mail box. If a station does *not* have a mailbox, you must highlight the station in the directory and uncheck **Has Mailbox** in the Directory Entry Properties dialog. The Attendant Console will not automatically obtain information about unassociated mailboxes. To add unassociated mailboxes to the Directory, add a custom entry and check **Mailbox Only** in the Custom Directory Properties dialog (see page 51).

In the Axxess system versions 5.2 and later, the Attendant Console receives mailbox information from the System. If the "Get mailbox information from the telephone system" check box on the Program tab of the Options frame is not checked, you can change the "Has Mailbox" option.

When calling a station, if you hear a busy signal, do-not-disturb signal, or the call is not answered, you can leave a message at the station or in voice mail.

Leaving a Message

To leave a message at the station, do one of the following:

— Press **CTRL+E**

OR

Click **Mess. Call** from the Toolbar.

To leave a voice mail message, do one of the following:

— Press **CTRL+O**

OR

Click **Leave VM** from the Toolbar.

To leave a message without placing a call (Silent Message):

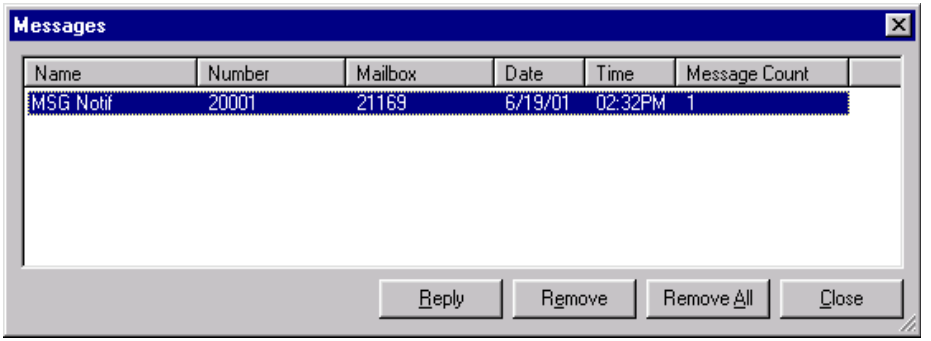
— Select an entry in the Directory, and then click **Message** in the directory.

Responding to a Message

If you have waiting messages, the message indicator on the status bar is highlighted green, as shown below.

When you double-click **MSG**, the following screen appears. Each message is identified with the source of the message, time and date stamp, and the number of the messages from the messaging station.

NOTE: If a station-to-station message is left more than once between the same two extension numbers, the message count will only display "1."



Do one of the following:

— Highlight the message and click **Reply**

OR

Double-click on the message.

When you have responded to a message, the Attendant Console removes that message from the message list. However, if you do not save or delete a voice mail message, the Voice Processing Unit will restore the message indications.

If the called station is unavailable (does not answer the call, is busy, or is in do-not-disturb), the message remains in the list and you can try again later, or leave your own message for that station. The user can view a list of waiting messages by selecting **Messages** from the Tools drop-down menu or by double-clicking **MSG** on the status bar

To remove a message without responding:

— From the Messages dialog (displayed through the Tools drop-down menu), highlight the message and click **Remove**.

To remove all the messages in the list:

— From the Messages dialog, click **Remove All**.

Removing a Message

To remove a message without responding:

— From the Messages dialog (displayed through the Tools drop-down menu), highlight the message and click **Remove**.

> **NOTE:** The message is only removed from the list and it stays in the voice mail box until it is deleted from the voice mail box.

To remove all the messages in the list:

— From the Messages dialog, click **Remove All.**

Dialing a Feature Code

To dial a feature code while you are connected to a call:

— Press **ALT**+**SHIFT**+**1** to dial SPCL.Then, do one of the following:

— Dial the digit(s) by pressing the buttons on the Attendant Console Dial Pad. To display the Dial Pad, Select **Dial Pad** from the Tools pull-down menu (or press **CTRL+D**).

OR

Press and hold **ALT** while typing the number you want to dial (i.e., 385 for the Record A Call feature) in the Number or Name text box.

> **NOTE:** In addition, you can press **ALT**+**SHIFT**+**3** to dial a pound and **ALT**+**SHIFT**+**8** to dial an asterisk.

To dial a feature code when you are not dialing over a call:

— Type the exclamation point (**!**) followed by the feature code you want to dial in the Number or Name text box. The Console interprets the exclamation point as the keyset's SPCL key.

Dialing Digits

Some telephone systems may require you to enter digit(s) to reach a destination. For example, when calling a company's support telephone number, the company's telephone system might guide you to dial 1 to select a technical support group.

To dial digit(s) while you are connected to a call, do one of the following:

— Dial the digit(s) by clicking the buttons on the Attendant Console Dial Pad. To display the Dial Pad, Select Dial Pad from the Tools pull-down menu (or press **CTRL+D**)

OR

Press and hold **ALT** while typing the number you want to dial.

NOTE: In addition, you can press **ALT**+**SHIFT**+**3** to dial a pound and **ALT**+**SHIFT**+**8** to dial an asterisk.

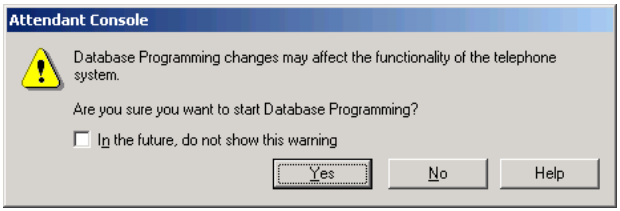
PROGRAMMING STATION INFORMATION

You can program station information and DND and Reminder messages for individual stations in the Database Programming option in the Tools drop-down menu.

NOTE: Only Administrators can access the Database Programming option. The option will be grayed out on the menu for all other user.

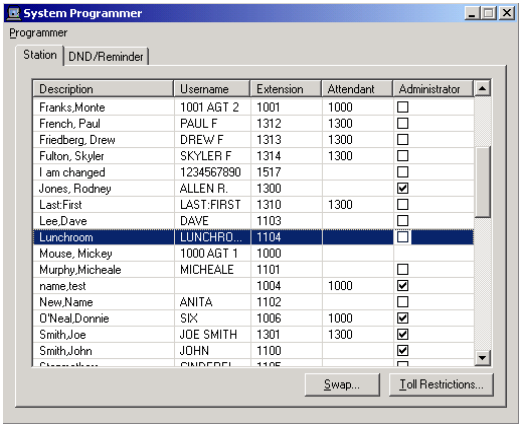
To begin programming:

1. Select **Database Programming** from the Console drop-down menu. The following screen appears:


Attendant Console
Database Programming changes may affect the functionality of the telephone system.
Are you sure you want to start Database Programming?
In the future, do not show this warning
Yes
No
Help

2. Click **Yes** to continue. You are then prompted to enter the database programming password, as shown in the screen on the right. Enter the password (up to eight digits) and click **OK**. (If there is no password, simply click **OK**.)

3. After you enter a valid password, the Attendant Console will retrieve data from the system. When the data transfer is complete, you will see the following screen. From this screen you can perform any of the programming procedures described in the following pages.

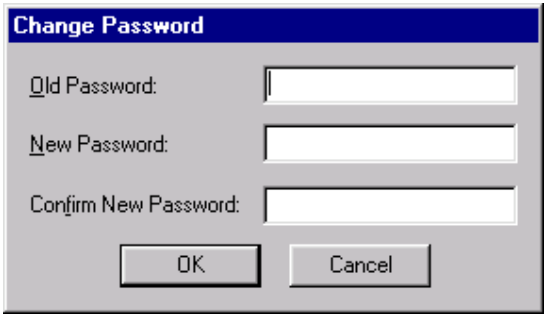


Entry to the database programming feature at the Administrator stations can be protected using a password. A password would prevent unauthorized users from altering the system database.

NOTE: Passwords are very important to system security. Without sufficient password protection, the System database is vulnerable to unauthorized access.

To change the password:

— Select **Change Password** from the Programmer drop-down menu in the System Programmer dialog. The following screen appears:



Enter the current password, if any, in the Old Password text box. Then enter the new password twice: once in the New Password text box and once in the Confirm New Password text box. These two entries must match ***exactly***. If they do not you will see an error message and the password will remain unchanged. The password may contain up to eight digits and include only numbers (0-9).

NOTE: You can also use your Administrator station to program a database password by entering the Program Database feature code (9932). For more details, refer to the telephone system's *Installation and Field Maintenance Manual* or *Administrator's Guide*.

Station Tab

To enter information:

— While programming, you can double-click on any item in the list to change that item. You can also use the following keyboard shortcuts to edit items without using a mouse:

KEYS	DESCRIPTIONS
ESC	Cancels the current change.
ENTER	Applies the current change.
TAB	Applies the current change and moves one cell to the right. If you are in the last column, it moves to the first cell of the next row.
SHIFT+TAB	Applies the current change and moves one cell to the left. If you are in the first column, it moves to the last cell of the previous row.
UP ARROW	Applies the current change and moves one cell up.
DOWN ARROW	Applies the current change and moves one cell down.
HOME	Applies the current change and moves to the top cell in a column.
END	Applies the current change and moves to the bottom cell in a column.
SPACE	Toggles the administrator status of a station when the focus is in the Administrator column.

As you move from one cell to the next, the new cell becomes a text box. You can edit the selected item, or move to another field.

To sort and move columns:

— Station information can be sorted in ascending order by column by simply selecting on that column's header. You may also rearrange the columns by simply dragging column headers to the desired position.

To search:

— You can search for a specific station by simply typing in text. The Attendant Console Programmer attempts to match characters with the data in the "Description" column and numeric characters with the data in the "Extension" column. It then selects the station with the best match. For example, if the following descriptions and extensions are in the list:

Smith, Jack	1308
Smith, James	1300
Smith, Jamie	1315

If you type Smith, Ja it will find "Smith, Jack." You could continue typing to select the station with description "Smith, Jamie" or you could begin editing the highlighted station.

If you type “130” it will find and select the station with extension “1300”. You could continue typing to select the station with extension “1308” or you could start editing the currently selected station.

- **Descriptions and Usernames:** You can program or change the description and/or username for any station.

  1. Scroll through the extension number list to locate the station you want to program.
  2. Highlight the station you wish to program and double-click on the **Description** or **Username** field. A text box appears in the field.
  3. Enter new information or edit the existing information. Then press **ENTER** to save your change. (To close the text box without changing the information, press **ESC**.)

- **Extension Numbers:** The extension number for any station can be changed by an Administrator. The new extension number cannot conflict with an existing number.

  1. Scroll through the extension number list to locate the station you want to program.
  2. Highlight the station you wish to program and double-click on the **Extension** field. A text box appears in the field.
  3. Enter new extension number and press **ENTER** to save your change. (To close the text box without changing the extension, press **ESC**.)

  If you enter a conflicting extension number, you will see an error message that tells you the extension already exists. To clear the error message click **OK**. The extension returns to its previous setting and you can enter a new number.

- **Attendant Stations:** You can change the assigned Attendant for each station.

  1. Scroll through the extension number list to locate the station you want to program.
  2. Highlight the station you wish to program and double-click on the **Attendant** field. A text box appears in the field.
  3. Enter the extension number of the station you wish to serve as the attendant for this station. Then press **ENTER** to save your change. (To close the text box without changing the attendant extension, press **ESC**.)

     If the extension number you entered does not belong to an attendant station, you will see an error message that tells you that it is an invalid extension. To clear the error message click **OK**. The attendant extension returns to its previous setting and you can enter a new number.

- **Administrator Stations:** You can program a keyset station to be an Administrator station, or you can remove its Administrator status. (You cannot program this for your own station or a single-line station.)

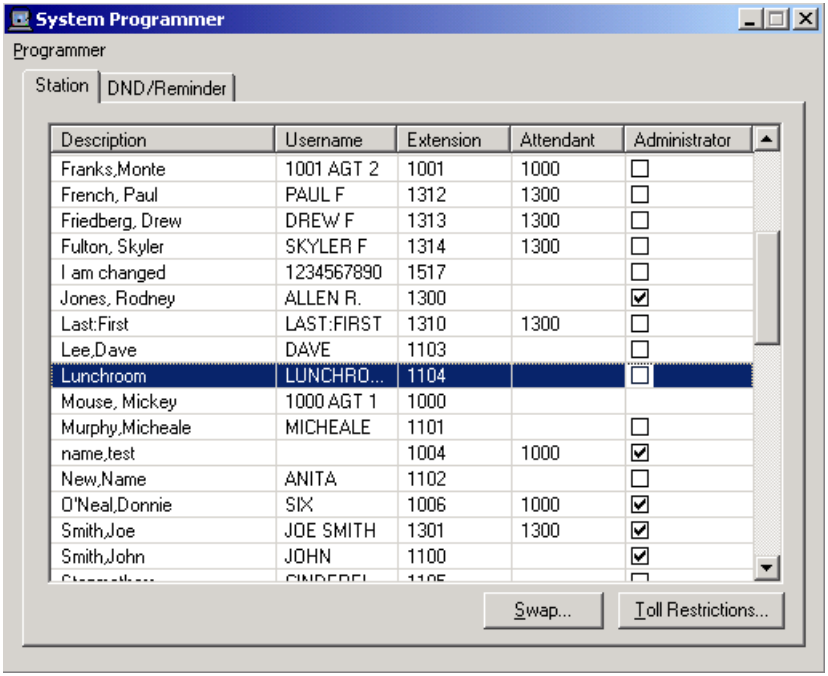
  1. Scroll through the extension number list to locate the station you want to program.
  2. Highlight the station you wish to program and double-click on the check box in the Administrator field.
  3. Enter the extension number of the station you wish to serve as the attendant for this station.

     If you attempt to change the Administrator flag for your own station or for a single-line station, you will see an error message.

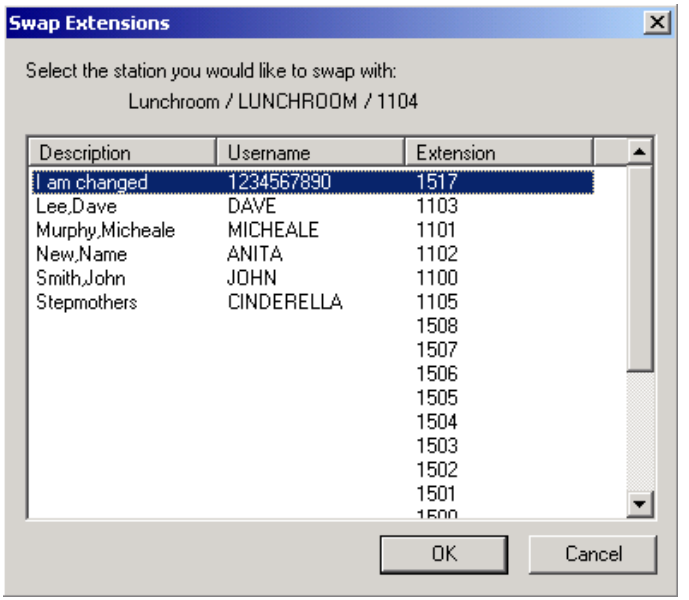
- **Swap:** This feature allows you to exchange (swap) the locations of two stations on the same node. This is used when a station is physically relocated within the same node and you want to update the database programming.

NOTE: The Swap feature is available on nodes that are running OAI protocol version 6.1 or later.

1. Highlight the station you would like to swap with in the Station tab, shown below, and click **Swap**. The screen, shown on the next page, appears.



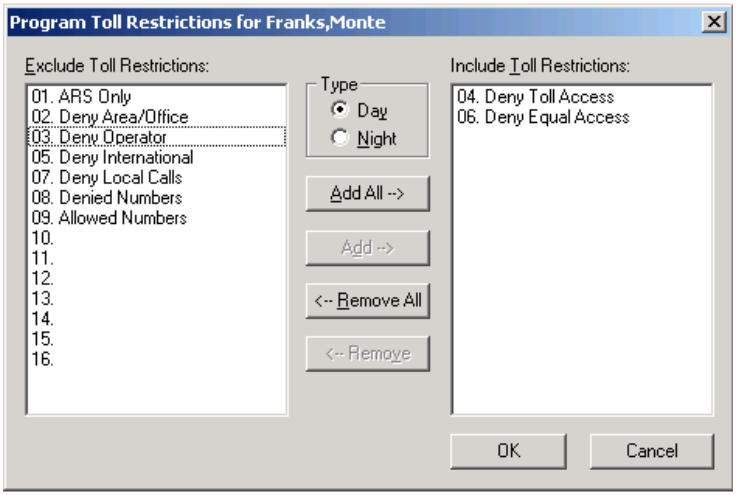
2. The dialog contains only the devices that the Console can swap with (i.e., you cannot swap a keyset with a single line).



3. Highlight the station you would like to swap with and click **OK**.

- **Toll Restrictions:** You can determine the toll restriction classes of service assigned to each station.

  1. Scroll through the extension number list to locate the station you want to program.
  2. Click **Toll Restrictions** to view the following screen.



  3. Determine whether you are programming toll restrictions for day or night mode by selecting the **Day** or **Night** option button.

     — Move the desired toll restrictions from the Exclude Toll Restriction list to the Include Toll Restriction list, as follows:

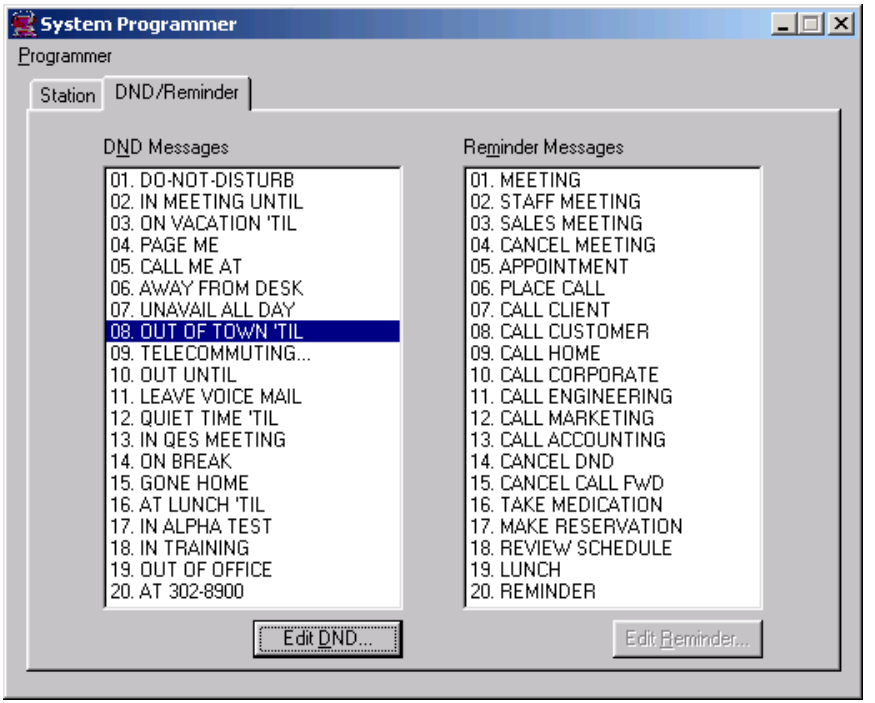
     - Highlight a toll restriction in the Exclude list and click **Add->** to move it to the Include list.
     - Highlight a toll restriction in the Include list and click **<-Remove** to move it to the Exclude list.
     - Click **Add All->** to move all restrictions to the Include list.
     - Click **<-Remove All** to move all restrictions to the Exclude list.

  4. When the Include Toll Restrictions list is correct, click **OK** to save your changes and exit. (Or to exit without saving changes, click **Cancel**.)

DND/Reminder Tab

To Program Do-Not-Disturb and Reminder Messages:

— In the DND/Reminder tab you can delete or change the texts for the Do-Not-Disturb and Reminder messages. The new messages can be any value (up to 16 characters).



When the system has a programmed Primary and Secondary Language, the system has default messages in both languages. (Available languages are American English, British English, Spanish, and Japanese.)

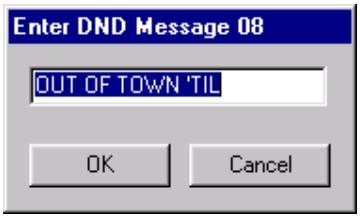
NOTE: The Attendant Console can be used to program only the Primary Language messages. To enter Japanese characters, you must use your keyset.

The default Do-Not-Disturb and Reminder messages are shown in the Program Planning Sheet on pages 107 and 108.

To change a message:

NOTE: Each node has its own list of DND or Reminder messages that can be used only on that node. Changing messages in the Console Database Programming will override any existing messages in a network.

1. Highlight the desired message, as shown above, and click **Edit DND** or **Edit Reminder** below the list. The following screen appears:



2. Enter the new message in the text box. Click **OK** to save your changes and exit to the previous screen. (Or click **Cancel** to exit without saving changes.)

ADMINISTRATOR DATABASE PROGRAMMING PLANNING SHEETS

ADMINISTRATOR DATABASE PROGRAMMING PASSWORD:

_____

STATION PROGRAMMING: For each station to be programmed, record the following information:

Description:	
Username:	
Extension Number:	
This station's attendant:	
Administrator station?	Yes *or* No
Toll restriction classes of service:	

CHANGING STATION EXTENSION NUMBERS:

OLD EXTENSION NUMBER	NEW EXTENSION NUMBER

DO-NOT-DISTURB MESSAGES:

DEFAULT MESSAGE	NEW PRIMARY LANG. MESSAGE	NEW SECONDARY LANG. MESSAGE
MESSAGE 01 (DO-NOT-DISTURB)		
MESSAGE 02 (LEAVE A MESSAGE)		
MESSAGE 03 (IN MEETING UNTIL)		
MESSAGE 04 (IN MEETING)		
MESSAGE 05 (ON VACATION 'TIL)		
MESSAGE 06 (ON VACATION)		
MESSAGE 07 (CALL ME AT)		
MESSAGE 08 (AT THE DOCTOR)		
MESSAGE 09 (ON A TRIP)		
MESSAGE 10 (ON BREAK)		
MESSAGE 11 (OUT OF TOWN 'TIL)		
MESSAGE 12 (OUT OF OFFICE)		
MESSAGE 13 (OUT UNTIL)		
MESSAGE 14 (WITH A CLIENT)		
MESSAGE 15 (WITH A GUEST)		
MESSAGE 16 (UNAVAILABLE)		
MESSAGE 17 (IN CONFERENCE)		
MESSAGE 18 (AWAY FROM DESK)		
MESSAGE 19 (GONE HOME)		
MESSAGE 20 (OUT TO LUNCH)		

REMINDER MESSAGES:

DEFAULT MESSAGE	NEW PRIMARY LANG. MESSAGE	NEW SECONDARY LANG. MESSAGE
MESSAGE 01 (MEETING):		
MESSAGE 02 (STAFF MEETING):		
MESSAGE 03 (SALES MEETING):		
MESSAGE 04 (CANCEL MEETING):		
MESSAGE 05 (APPOINTMENT):		
MESSAGE 06 (PLACE CALL):		
MESSAGE 07 (CALL CLIENT):		
MESSAGE 08 (CALL CUSTOMER):		
MESSAGE 09 (CALL HOME):		
MESSAGE 10 (CALL CORPORATE):		
MESSAGE 11 (CALL ENGINEERING):		
MESSAGE 12 (CALL MARKETING):		
MESSAGE 13 (CALL ACCOUNTING):		
MESSAGE 14 (CANCEL DND):		
MESSAGE 15 (CANCEL CALL FWD):		
MESSAGE 16 (TAKE MEDICATION):		
MESSAGE 17 (MAKE RESERVATION):		
MESSAGE 18 (REVIEW SCHEDULE):		
MESSAGE 19 (LUNCH):		
MESSAGE 20 (REMINDER):		

Troubleshooting

This chapter contains troubleshooting information for the Attendant Console that is used with the Inter-Tel® Axxess® Converged Communications Platform and the Inter-Tel 5000 Network Communications Solutions. It includes a discussion of error messages and answers to commonly asked questions about Attendant Console operation.

If you cannot locate the troubleshooting information you need in this chapter, call your Inter-Tel dealer for additional assistance.

The error message information includes:

- Troubleshooting OAI Connections (see below)
- Troubleshooting the Installation (see page 113)
- Error Messages (see page 114)
- Frequently Asked Questions (see page 124)

Troubleshooting OAI Connections

These are the steps you should follow when troubleshooting System OAI. For best results, perform the steps in order, one at a time. Never change more than one variable at a time when troubleshooting hardware.

- Verify that you can see system call activity. This is the easiest way to determine that System OAI is being received by the Console.
- Verify that System OAI Events and System OAI Third Party Call Control Premium Features are enabled on all nodes for the Axxess system or you have the Premium Features Licensing for the Inter-Tel 5000 system.
- Verify that you have configured the Console TCP/IP connection to the telephone system correctly. For TCP/IP to work on your computer, it must be configured with IP addresses, subnet masks, and a default gateway for each network adapter on the computer. To determine if TCP/IP is installed on your computer, check with your Network Administrator.

Refer to the telephone system's *Installation and Maintenance Manual* for more information on the System features.

The following are answers to commonly asked questions about OAI Configuration.

Frequently Asked Questions about OAI Configuration

Q: What do I need to make the Attendant Console work on a single-node?

A: The Console requires System Level II OAI in a TCP/IP protocol. This will require a direct TCP/IP connection to the CS-5200/5400 for the Inter-Tel 5000 system, and a Call Processing Card (CPC), Call Processing (CP) Server (previously called Windows NT-based CPU), a Switch Transceiver, or an Axel AX4010 Office Server for the Axxess system. The CPC and CP Server for Axxess and the CS-5200/5400 for the Inter-Tel 5000 system automatically delivers the OAI

stream in a TCP/IP format, which the Console understands. The Switch Transceiver, converts the OAI stream from an RS232 format into a TCP/IP format using a physical PC COM Port. The Axel Office Server converts the OAI stream from an RS232 format into a TCP/IP format, which the Console understands.

NOTE: The Inter-Tel 5000 does not have RS232 system serial ports.

Q: CAN I USE MORE THAN ONE CONSOLE ON A NODE?

A: As stated above, each Console application requires its own connection to an OAI Server (Call Processing Card (CPC), CP Server, or Switch Transceiver for the Axxess system, and a CS-5200/5400 for the Inter-Tel 5000 system, as described above), because there are limitations to the number of System Level II OAI applications. For example, in an Axxess sytem, one Console can communicate with one Switch Transceiver (OAI Server). In other words, one Console can be serviced by one serial port. There is a ratio of 1:1 when dealing with a Switch Transceiver. If you have two Consoles, you will need two RS232 connections on the CPU connected to two serial ports on a PC running the Switch Transceiver. This becomes very cluttered and uses valuable RS232 ports on the CPU. The CP Server offers a ration of 1:10, meaning 10 Consoles (or equivalent OAI applications) can be serviced by one CP Server. The CPC for the Axxess system and the CS-5200/5400 for the Inter-Tel 5000 system can have up to 3 system OAI connections. The final solution is the new Multi-Application CT Gateway. This software allows for an infinite number of applications to connect to a single CT Gateway and only requires a single TCP/IP connection to the switch. A single Switch Transceiver, or CPC or CP Server for the Axxess system, or a CS-5200/5400 for the Inter-Tel 5000 is still required to send the OAI stream in a TCP/IP format.

Q: WHEN DO I NEED THE CT GATEWAY?

A: The CT Gateway is required in the following environments. Please consult the OAI Configurator, Sales Engineering, or the *CT Gateway Installation Manual* (document part no. 835.2161) for more specifics.

- Network environment with System Level II OAI applications
- A non-CP Server single node
- Several System Level II OAI applications

Q: DO I NEED THE SWITCH TRANSCEIVER (AXXESS ONLY), CALL PROCESSING CARD (AXXESS ONLY), CP SERVER (AXXESS ONLY) OR A CS-5200/5400 (INTER-TEL 5000 ONLY) ON EVERY NODE IN A NETWORK ENVIRONMENT?

A: Yes. In order for the Console or any System Level II OAI application to receive information from a node, the OAI stream must be sent in a TCP/IP format across the LAN/WAN. Note that the CPC and CP Server in the Axxess system and the CS-5200/5400 in the Inter-Tel 5000 system requires the CT Gateway to unify the OAI streams from multiple nodes.

Q: What applications can reside on the same PC? Can I put the CT Gateway on a CP Server or CS-5200/5400?

A: The CP Server or CS-5200/5400 should never house any other software (i.e., CT Gateway, Voice Mail, etc.). You may however, load the CT Gateway and Switch Transceiver software on the same PC. Minimum specifications are:

- **Switch Transceiver:** Win 98/Me/NT/2000, Pentium II, 300MHz or higher, 64 MB RAM, CD-ROM, NIC, etc. (Highly recommend Windows NT/2000 over Windows 98 also highly recommend a Control RocketPort card, see the Switch Transceiver installation manual for details)
- **CT Gateway:** Windows NT/2000, Pentium III, 400 MHz or higher, 128 MB RAM, CD-ROM, NIC, etc. (Windows NT/2000 only)
- **Attendant Console:** Windows 98/Me/NT/2000/XP, Pentium II, 200 MHz or higher, 32 MB RAM, CD-ROM, NIC, etc.

Q: How many PAL units or what kind of licensing do I need for the Console in the Axxess and Inter-Tel 5000 systems? Why?

A: The Attendant Console connected to the Axxess system and all of the nodes connected to a CP Gateway require the System OAI Events and System OAI Third Party Call Control PAL Feature Units enabled (total 60 units for versions 5.3 and earlier and 30 units for versions 6.0 and later). As of Axxess version 8.0, the feature-unit PAL is no longer required and instead you must have System OAI Events and System OAI Third Party Call Control Premium Features enabled on all nodes or you must have the Premium Features Licensing for the Inter-Tel 5000 system. By using System Level OAI, the application becomes much more interactive. The Attendant may now have access to all of Inter-Tel's features and the power to change stations Active/Busy state, view multiple nodes, perform basic database programming actions, create unlimited key maps, etc.

Q: Do I need to match the main node's PAL units or licensing on a remote node in an Axxess and Inter-Tel 5000 Systems?

A: Yes. Each node that it being used by the Transceivers\CP Server must have the 60 Feature Units for Axxess version 5.3 and earlier and 30 units for Axxess versions 6.0 and later (System OAI level II enabled). As of Axxess version 8.0, the feature-unit PAL is no longer required and instead you must have System OAI Events and System OAI Third Party Call Control Premium Features enabled on all nodes or you must have the Premium Features Licensing for the Inter-Tel 5000 system.

Q: Do I need multiple CT Gateways to connect to multiple CTI applications?

A: No. The Multi-App CT Gateway is able to communicate with an infinite number of CTI applications.

Q: What is an Application Transceiver for the Axxess sytem? When do I need it?

A: An Application Transceiver is software that converts the OAI stream from a TCP/IP format to RS232. The Application Transceiver is used only with programs that can communicate only via RS232. The Attendant Console communicates via TCP/IP, so you never need an Application Transceiver to run the Attendant Console.

TROUBLESHOOTING THE INSTALLATION

During the installation, you may see one of the following Warning or Error Messages:

ERROR OR WARNING	PROBLEM	FIX
File In Use Warning	The file exists on your PC and is in use.	Close all other applications before continuing the installation. Select **OK** to continue.
EXE File In Use Error	An earlier installation of Attendant Console software is currently in use.	Select **OK** and close the earlier version. Restart the installation.
Destination File Error: cannot create directory or file	This is usually caused by a write-protection conflict on a network drive or by a shortage of available space.	The text of the warning will give you the information needed to fix the problem.

These are the steps you should follow when troubleshooting System OAI. For best results, perform the steps in order, one at a time. Never change more than one variable at a time when troubleshooting hardware.

- The Inter-Tel Axxess system must be using version 5.1 or later software on all nodes (5.119 or later recommended) and the Inter-Tel 5000 system must be running version 1.0 and later.
- Verify that you can see system call activity. This is the easiest way to determine that System OAI is being received by the Attendant Console.
- Verify that System OAI Events and System OAI Third Party Commands Premium Features for the Axxess system and Premium Feature Licesnsing for the Inter-Tel 5000 system are enabled on all nodes.
- Verify that you have configured the Attendant Console TCP/IP connection to the telephone system correctly. For TCP/IP to work on your computer, it must be configured with IP addresses, subnet masks, and a default gateway for each network adapter on the computer. To determine if TCP/ IP is installed on your computer, check with your Network Administrator.

Refer to the telephone system's *Installation and Maintenance Manual* for more information on the system features.

ERROR MESSAGES

CONNECTION ERRORS

The Attendant Console connects to the telephone system via a System OAI Server. When the attempt to connect fails, the system provides short error messages in the start-up window. The Attendant Console will automatically retry the connection every 15 seconds. You can override this default by selecting the Retry Now button from the start-up window. The help button will give more detailed information for each error message.

ERROR	POSSIBLE PROBLEM	FIX
Cannot Assign Requested Address	Attendant Console cannot connect to the specified IP address.	Verify the IP address is the IP address of the OAI Server computer. To do so, select **Options** from the Console drop-down menu. On the Connection tab, select the OAI Server and click **Edit**. If the OAI Server is the CT Gateway, the IP address must match the IP address in the CT Gateway Application Settings dialog.

ERROR	POSSIBLE PROBLEM	FIX
Connection Refused	Wrong TCP port	Verify the TCP port. To do so, select **Options** from the Console drop-down menu. On the Connection tab, select the OAI Server and click **Edit**. The TCP port must be the same as the OAI Server TCP Port. The default TCP Port of an OAI Server is 4000. The System OAI Switch Transceiver (Axxess only) and the CT Gateway provide configuration screens to change the port. If the default has been changed, you must refer to the Transceiver or Gateway to determine the correct TCP Port. If connecting to an Axel Office Server (Axxess only), you can set the TCP port via telnet. Telnet to the Axel's IP address at TCP port 4096 (type “telnet <axel_ip_addr> 4096" at a command prompt). TCP port 4096 is the configuration port. Once connected to the Axel Office Server, you can change the configured TCP port by selecting Network Service under Serial Line Setup.
	Wrong IP address	Verify the IP address of the OAI Server. To do so, select **Options** from the Console drop-down menu. On the Connection tab, select the OAI Server and click **Edit**. The IP Address must be the address of the computer running the OAI Server. The OAI Server can be the CT Gateway, System OAI Switch Transceiver (Axxess only), or Call Processing Card (CPC) or CP Server for Axxess or CS-5200/5400 for ther Inter-Tel 5000, or Axel Office Server.
	CT Gateway or OAI Server not ready	Verify the OAI Server is running, that it is communicating with all nodes, and that it has at least one node programmed. The CT Gateway will not allow Attendant Console to connect until the CT Gateway is communicating with all nodes. If a CT Gateway is communicating with all nodes and the IP address and TCP port are correct, restart the CT Gateway computer. Verify the CT Gateway starts and communicates with all nodes. If the problem continues, try restarting the Attendant Console computer.

ERROR	POSSIBLE PROBLEM	FIX
Waiting for response from telephone system	In an Axxess system, the Axel Office Server unable to communicate with telephone system	Verify the hardware cables between the Axel Office Server and the Axxess system are properly attached. Verify the system is using the proper serial cable (part number 813.1682) and modular adapter (part number 804.2545). These parts are available in the System OAI PC Connection Kit (part number 828.1427) or the Universal RS232 Kit (part number 828.1282). Verify the Axel Office Server is configured with the same baud rate as the telephone system serial port. Verify the telephone system serial port is configured for Level 2 System OAI. Verify the telephone system serial port is configured for hardware flow control and auto baud is disabled.
	CT Server, Switch Transceiver (Axxess only), CPC, Call Processing Server in an Axxess system, or the CS-5200/5400 in the Inter-Tel 5000 system not responding	Restart the server.
The server closed the connection	In an Axxess system, the Axel Office Server is already in use by another application	Only one application can use a serial port. Verify the console is connecting to the correct TCP port. To do so, select **Options** from the Console drop-down menu. The Connection tab shows the TCP port. If the TCP port is correct, determine what IP address is already using the Axel Office Server. To do this, telnet to the Axel Office Server's configuration port: “telnet <axel_ip_addr> 4096". Select **Connections** from the Tools Setup menu.

ERROR	POSSIBLE PROBLEM	FIX
	CT Server, Switch Transceiver (Axxess only), CPC, or Call Processing Server for the Axxess system or the CS-5200/ 5400 in the Inter-Tel 5000 system not responding	Verify the Attendant Console is using the correct OAI password. To do so, select **Options** from the Console drop-down menu. On the Connection tab, select the OAI Server and click **Edit**. This password must match the password required by the OAI Server. **NOTE:** This password is case sensitive.
Connection Reset by Peer	The connection was reset either by the network system or the OAI Server computer.	Verify the OAI Server is running. If the problem persists, contact your Network Administrator, and see the suggestions in the section titled, "Software Caused Connection Abort." on page 120.
Connection Timed Out	Attendant Console could not initiate a connection to the OAI Server because the OAI Server computer never responded.	Verify if the IP address of the OAI Server is correct. To do so, select **Options** from the Console drop-down menu. On the Connection tab, select the OAI Server and click **Edit**. If the OAI Server is a CT Gateway, the IP address must match the IP address in the CT Gateway Application Settings dialog. Check the Attendant Console computer subnet mask. An improper subnet mask can cause this error. If you do not know your subnet mask, contact your Network Administrator. Contact your Network Administrator to verify all routers are up and running (check by pinging them, and then ping addresses on the other side of them). Try a trace route to the destination address to check that all routers are functioning.
Incorrect node number (node #) or extension (ext #)	The station password could not be verified.	Verify your node and extension are correct. To do so, select **Options** from the Console drop-down menu. On the Connection tab, verify the Attendant Station node and extension match the node and extension of your telephone. If your telephone has a display, you can determine the correct node by resetting your telephone.

ERROR	POSSIBLE PROBLEM	FIX
Destination Address Required	The Attendant Console cannot connect to the OAI Server IP Address.	Verify the IP address of the OAI Server computer. To do so, select **Options** from the Console drop-down menu. On the Connection tab, select the OAI Server and click **Edit**. If the OAI Server is the CT Gateway, the IP address must match the IP address in the CT Gateway Application Settings dialog.
Invalid Station Password	The keyset password is incorrect	Select **Options** from the Console drop-down menu and then click **Connection** tab. Verify that the node and extension are correct. If the node and extension are correct, the station password is incorrect. Enter the correct station password on the Connection tab (see page 20).
Invalid OAI Password	The OAI Password is incorrect.	Set the correct OAI password. To do so, select **Options** from the Console drop-down menu. On the Connection tab, select the OAI Server and click **Edit**. This password must match the password required by the OAI Server. **NOTE:** This password is case sensitive.
Network Dropped Connection	The OAI Server computer might have crashed and/or rebooted.	If the problem persists and the OAI Server is not rebooting, contact your Network Administrator, and see the suggestions under “Software Caused Connection Abort” on page 120.
Network is Down	This error could indicate a failure of your network subsystem.	Check the Attendant Console computer WinsSock, protocol stack, network driver, and network interface card configuration. Restart the computer. If the problem persists, you may need to reinstall TCP/IP.

ERROR	POSSIBLE PROBLEM	FIX
Network is Unreachable	The Attendant Console cannot communicate with the OAI Server computer.	Verify the OAI Server IP address. To do so, select **Options** from the Console drop-down menu. On the Connection tab, select the OAI Server and click **Edit**. If the OAI Server computer is running and the Attendant Console knows the correct IP address, contact your Network Administrator. You might try the following: • Ping the destination host to see if you get the same results (chances are, you will). • Check whether you have a router configured in your network system (your WinSock implementation). • Do a traceroute to try to determine where the failure occurs along the route between your host and the destination host.
Network Subsystem is Not Initialized	See “Network Subsystem is Unavailable”.	
Network Subsystem is Unavailable	Windows cannot fulfill communication requirements of Attendant Console because the underlying system is currently unavailable	Verify that networking and TCP/IP is correctly and fully installed on the Attendant Console computer. You might need to reinstall networking, TCP/IP, or Windows to correct this problem.
No Buffer Space Available	This indicates a shortage of resources	This can occur if you are running too many applications simultaneously. If this tends to occur after running certain applications, it may be a symptom of a malfunctioning application. This error can also indicate that you are not closing applications properly. If the error persists, restart the Attendant Console computer. Avoid running the offending application.
No Route to Host	See “Network is Unreachable”	
Ports Exceeded	The Attendant Console is unable to connect to the OAI Server at this time because the server is already communicating with the maximum number of client applications.	

ERROR	POSSIBLE PROBLEM	FIX
Software Caused Connection Abort	This is usually a network error.	Try the software again. If the software is still not working, contact your Network Administrator. Ping the remote OAI Server. If it does not respond, it may be offline or there may be a network problem. If it does respond, then try reconnecting. If the Attendant Console still doesn't work, the OAI Server may have terminated.Ping the router address. If using a serial connection, the local router is the IP address of the host you initially logged into with SLIP or PPP.Ping a local host to verify that the local network is working properly. Ping a host connected to the same subnet as the host you were using. This will verify if the destination network is functioning. Do a traceroute to try to determine where the failure occurs along the route between your host and the destination host.
Too Many Open Files	Windows cannot fulfill Attendant Console TCP/IP communication requirements. This error occurs due to one of two scenarios:	
	The computer is running too many programs that communicate via the network.	Close some of the programs.
	A program running on the computer is using the network facilities incorrectly and holding resources required by the Attendant Console.	Restarting the computer may temporarily solve this problem. However, if the program malfunctions again, Attendant Console will have the same problem. Use trial and error to determine which application is interfering, and close it when Attendant Console is in use.
Wrong Login Type	The OAI Server does not serve System OAI. It may be a Desktop OAI Server.	Enter the correct address and port of the System OAI Server (CP Server, OAI Gateway, or Switch Transceiver). To do so, select **Options** from the Console drop-down menu. On the Connection tab, select the OAI Server and click **Edit**.
Wrong WinSock DLL Version	Windows does not support the TCP/IP version required by Attendant Console.	Reinstall TCP/IP. If the problem persists, check to see if Microsoft has an update or patch to resolve the version conflict.
TCP Protocol Not Installed		Install the TCP Protocol from the Windows Network Control Panel.

ERROR	POSSIBLE PROBLEM	FIX
Cannot Communicate with Telephone System Node	Incorrect node number setting	Select **Options** from the Console drop-down menu. On the Connection tab, verify the Attendant Station node matches the node of your telephone. If your telephone has a LCD display, you can determine the correct node by resetting your telephone.
	In an Axxess system, System OAI Switch Transceiver -- RS232 connection not operating properly.	Troubleshoot the connection following the instructions provided with the transceiver.
	In an Axxess system, telephone system serial port not programmed Telephone system failure	Tell them how to program the telephone system serial port in Database Programming.
	The System OAI Server is a CT Gateway, perhaps the Gateway is unable to communicate with the node due to a network error.	Refer to the CT Gateway help and user guide to determine how to correct the problem.
	The OAI Server does not serve the correct node.	If the OAI Server is a Switch Transceiver, CPC, or CP Server in an Axxess system or a CS-5200/5400 in an Inter-Tel 5000 system, and the Attendant Station node number is correct, the Attendant Console must connect to a different OAI Server. The OAI Server must serve the user's telephone-system node. If the OAI Server is the CT Gateway, ensure the Gateway is configured to communicate with the user's telephone-system node.

ERROR	POSSIBLE PROBLEM	FIX
Socket Disabled Error	The telephone system is configured to reject System OAI Level 2 connections via TCP/IP.	In an Axxess system, to enable System OAI Level 2 sockets your telephone System Administrator needs to: • Select **System** - **Premium Features** in the System Database Programming. • Change the System OAI Third Party Call Control 's value to **Yes**. Note that it requires 30 feature units. • Select **System** - **Cabinets** - **CPU** - **Sockets** in the System Database Programming. • Change the System OAI Level 2's value to **Yes**. In an Inter-Tel 5000 system, to enable System OAI Level 2 sockets your telephone System Administrator needs to: • Select **Communication Server** -**Sockets** in the System Database Programming. • Change the password • Enable the socket
The OAI Server is unable to communicate with the telephone system	In an Axxess system, the Axel Office Server is incorrectly connected to the telephone system	Ensure the Axel Office Server is connected to the telephone system using a DB9 modular adapter (part no. 804.2545) and a reversing 8-wire mod-to-mod line cord (part no. 813.1682).
	In an Axxess system, the Axel Office Server's bit rate is configured incorrectly	The bit rate configured in the Axel Office Server must match the bit rate of the telephone system CPU serial port. Ensure these bit rates match. Also, ensure Autobaud is disabled on the telephone system serial port.
	Wrong TCP port	In an Axxess system, the Axel Office Server provides four serial ports. Ensure the Attendant Console TCP port matches the serial port that is connected to the telephone system.
	In an Axxess system, the system serial port not programmed	Ensure the telephone system serial port is configured for System OAI level 2 (no EFP) and both System OAI Events and System OAI Third Party Call Control premium features are enabled.

ERROR	POSSIBLE PROBLEM	FIX
The OAI Server unexpectedly closed the connection	In an Axxess system, the Axel Office Server is already in use by another application	Only one application can use a serial port. Verify the console is connecting to the correct TCP port To do so, select **Options** from the Console drop-down menu. The Connection tab shows the TCP port.If the TCP port is correct, determine what IP address is already using the Axel Office Server. To do this, telnet to the Axel Office Server's configuration port: "telnet <axel_ip_addr> 4096". Select **Connections** from the Tools Setup menu.
	Switch Transceiver, CPC, or Call Processing Server in an Axxess system or a CS-5200/5400 in an Inter-Tel 5000 system not responding	Verify the Attendant Console is using the correct OAI password. To do so, select **Options** from the Console drop-down menu. On the Connection tab, select the OAI Server and click **Edit**. This password must match the password required by the OAI Server. **NOTE:** This password is case sensitive.

FREQUENTLY ASKED QUESTIONS

Following are answers to commonly asked questions about Attendant Console operation. They are divided into general topics to help you locate the information quickly.

If you cannot locate the answer to your question in the following list, call your Attendant Console dealer for assistance.

ATTENDANT CONSOLE SETUP OPTIONS

Q: How can I get my Attendant Console screen to pop up from an icon when I receive a call or message?

A: Enable "Restore Program When Call Rings" from the User tab on the Options dialog.

SCREEN WILL NOT POP-UP

Q: Even though I set Restore Program When call rings in, why doesn't the Attendant Console come to the front when a call rings in?

A: Microsoft added a feature to Windows 98, Windows 2000, and Windows Millennium Edition to prevent an application from popping in front of the application you're currently using. If another application has received input from the user within a short, but undocumented, amount of time, Windows 98 prevents any other program from putting itself in the foreground. Instead, the program can only flash it's icon in the start bar.

Therefore, if you are using another program, like Word, and a call rings in, Windows 98 may prevent the Attendant Console from popping in front of Word, but will instead force the Attendant Console to blink in the task bar.

Q: Why don't the function keys work like they're described in the user guide?

A: The function keys are programmable. Yours may have been reprogrammed to new settings. See page 33.

DIRECTORIES

Q: Why is the name in the Attendant Console directory different from the name shown in the telephone Intercom Directory and on my phone display?

A: The telephone system Intercom Directory and phone display identifies intercom numbers using their programmed usernames, while the Attendant Console directory uses their programmed description. The description reflects the directory name format of the telephone system database (Last, First).

MUTING YOUR PHONE MICROPHONE

Q: When another station user places me on hold, why won't the microphone mute work?

A: You cannot mute the microphone on your phone if you are connected with another station and the other party places you on hold.

VOLUME

Q: I set my Endpoint volume, but it keeps changing. Why?

A: There are separate volume levels for the different functions of your phone (handsfree calls, handset calls, etc.). Changing one volume setting will not change the other settings.

CONFERENCE CALLS

Q: Why can't I include a Voice Processing Unit in a conference?

A: A Voice Processing Unit application is not a valid conference party. However, a conference can be transferred to a Voice Mail application to allow the conference parties to use the Voice Mail features. When you transfer the conference to voice mail, the system waits for you to enter the mailbox number. If you do not enter a mailbox number before you hang up, the conference will be connected to the voice mail unit and a conference party must enter the mailbox number after listening to the introductory voice prompts. The conference parties can use their DTMF keypad keys to use the voice mail features.

A conference conversation could be recorded as a mailbox message using this technique.

Voice Processing Units can also be programmed to use Record-a-Call. For more information, refer to your Voice Processing Unit guide.

NOTE: Federal and State law may prohibit the use of this feature to record in certain circumstances. Inter-Tel does not give any legal advice on this subject. Contact your attorney for guidance on the use of this feature.

DIALING A FEATURE CODE OR DIGITS WHILE ON A CALL

Q: How do I dial digits while I am on a call?

A: You can dial digit(s) using the ALT (alternate) key. See page 95 for more details on how to dial digit(s) or a feature code.

TIME DIFFERENCES

Q: WHY DOESN'T THE TIME ON MY COMPUTER MATCH THE TIME SHOWN ON MY PHONE?

A: The time shown on the computer display may not match the time shown on the attached phone's display because the PC clock controls the computer display and the telephone system controls the phone display.

Q: I SET A REMINDER MESSAGE, BUT IT DID NOT SIGNAL ME EXACTLY AT THE TIME I REQUESTED IT TO. WHY NOT?

A: Reminder messages are controlled by the clock in the telephone system, not the clock on your PC. If the time shown on your PC does not match the time shown on your phone's display, it may appear that the reminder message is signaling you at the wrong time. However, it is actually signaling at the time you requested – according to the telephone system clock (shown on your phone).

Q: WHY DOESN'T THE ATTENDANT CONSOLE'S ELAPSED CALL TIME MATCH THE TELEPHONE SYSTEM'S ELAPSED CALL TIME?

A: The telephone system's elapsed call time starts when the call is picked up by the phone system. The Attendant Console's elapsed call time starts when the call reaches your phone.

NOTE: In an Axxess system version 5.3 or higher, the elapsed time will match.

MAILBOX SETTINGS

Q: Why is the "Has Mailbox" option in the Directory Entry Properties dialog unavailable (grayed out)?

A: "Has Mailbox" is available only when a station or hunt group is selected. Also, if you are running the Axxess system version 5.2 or later software or Inter-Tel 5000 version 1.0, this option is never available, because the Attendant Console receives the mailbox information directly from the Telephone System.

NOTE: The "Has Mailbox" option is available when the Axxess system is version 5.1 or if the "Get Mailbox information from telephone system" check box under the Program tab of the Options dialog is not checked.

Q: How can I correct invalid mailbox information if we are running Axxess system version 5.2 or CS-5200/5400 version 1.0 or later software?

A: If the Attendant Console has the wrong mailbox information, try performing a system refresh. If it is still incorrect, contact the System technician ask to have the mailbox information imported from the other nodes to your node and/or have the mailboxes reprogrammed.

STATISTICS

Q: Why do my statistics show more calls handled than calls rang in?

A: This is because "handled" calls count calls originated by the user. Every time an IC or CO call leaves the operator, it was handled, unless it was on hold, was ringing, or was a transfer announcement call. When a conference is made each call in the conference is counted as handled and the conference call is treated as a new call. Calls that automatically forward are not counted as handled.

DATABASE PROGRAMMING

Q: I try to access Database Programming, but it tells me that my phone database programming password is invalid on my node. But I know my password is correct because it works on my phone. Why does my password cause this error?

A: The phone allows you to program only one node. Therefore, it validates your password only on that node. However, the Attendant Console allows you to program multiple nodes and requires all nodes to have the same phone database programming password.

Q: Why is Database Programming disabled (grayed out) on my Attendant Console?

A: If your phone is not programmed as an Administrator station, you cannot perform database programming.

Index

A

Action bar 31
Adding a call to the conference 92
Adjusting the volume 55
Administrator
    features
        night mode 1
        setting time and date 1
        system alarms 2
Administrator database programming planning sheets 106
Administrator stations 48, 101
Alarms
    see also Major alarms and Minor alarms
Announced transfer 86
Answer button 83
Answering calls 83
Attendant Console 5
Attendant Console setup options 124
Attendant stations 100

B

Begin Conference button 3, 91, 92
Begin Page button 1
Building a conference 91

C

Call button 94
Call forwarding 106
Call Handling drop-down menu 34, 40
Call Handling menu
    answer 83
    conference 91
    hang up 84
    individual hold 90
    message 93
    system hold 90
Call List 31, 32, 83, 91
Call Log tab 31
Canceling a transfer 87, 89
Change font 39
Communications parameters 5
Conference 31, 78, 91, 92
Conference button 91
Conference call
    adding a call 3
Conference Calls 91, 125
    adding a call 92
    troubleshooting 125
Conference tab 3
Connected Call
    conferencing 91, 92
Connected call
    conferencing 3
Connecting a conference 3, 92
Connection 18
Connection errors 114
Connection tab 20
Console drop-down menu 34
Console main screen 31
Console menu 34
    log on/off 9
Console users
    logging on/off 9
    removing 9
CT Gateway 5
CTRL key 56
Custom directory 81
Custom entry 50
Customize directory 73

D

Database programming 81, 109, 127
Date and time display
    programming 1
Descriptions and user names 100
Desktop interface 4, 111
Diagnostics 25
Diagnostics tab 25
Dial pad 73, 78
Dialing a feature code 95
Dialing a feature code or digits while on a call 125
Dialing digits 96
Directories 124
Directory
    system refresh 10
    troubleshooting 124
Directory drop-down menu 43
Directory List 44
Directory tab 31
    Set DND button 48
Disconnecting calls 84
Display bar 31
    troubleshooting 126
DND/Reminder tab 104
Do-not-disturb
    messages 48
    setting other stations 48
Download telephone system data 10
Drag and drop

conference calls 91
Drop-down menus 31, 34

E

Entering Information 99
Error messages 114
software installation 113
Exit 39
Extension numbers 100

F

Feature codes 73, 79
system refresh 10
Features
access to 106
Features tab 31, 56
run button 56
Floppy disk drive 4
Forwarding
see call forwarding or system forwarding 106
Frequently asked questions 124
Frequently asked questions about OAI Configuration 109
Function keys 124

G

Getting started 3
Group lists 2
Group setup 76, 80

H

Handling calls 83
Handset 83
Handsfree speakerphone 83
Hang Up button 84
Hanging up 84
Hard disk space 4
Hardware requirements 4
Has mailbox 51
Headset 4, 83
connect tone 4
Help drop-down menu 82
Help menu 34
Hidden entries 73
Hide entry 49
Hold 90
individual 90
system 90
Holding calls 90
How to handle calls 83

I

Immediate transfer 85
Individual Hold button 90
Installing the Attendant Console Software 6
Intercom calls
messages 106
Inter-station messages 93, 106

L

Leaving a message 93
Locations 18
Locations tab 18
Log Off 34
Log On/Off 34
Logging Off 9
Logging On 8

M

Mailbox settings 127
Mailboxes
system administrator 2
Main Attendant Console screen 31
Main screen 31
Major alarms 2
Message button 93
Message center 93, 94
Message tab 31, 93, 94
Messages 65, 80, 93
cancelling 94
inter-station 106
leaving 93
number of 94
removing from list 94
Minor alarms 2
Monitor 4
MSG 65, 94
Multi-party conference 91
MUTE 65
Muting the microphone 55
troubleshooting 109, 125, 127
Muting your phone microphone 125

N

Network
setting time 1
synchronizing clocks 1
NGT 2, 65
Night Mode 19, 38, 65
tab 19

Night mode 2
network 1

O

Options 39

P

Page tab 1, 31
Page Zones 81
system refresh 10
Page zones 1
Parallel port 4
Part numbers 2
Performing a system refresh 10
Placing calls 83
Program Settings 16
Program Tab 16
Programming do-not-disturb and reminder messages 104
Programming station information 97
Properties
general
restore for incoming call 124
Putting calls on hold 90

R

RAM 4
Refresh 10
Related documentation 2
Responding to a message 94
Restore program when call rings
troubleshooting 124
Ringing calls 83
Run button 56

S

Screen pop 124
Screen will not pop-up 124
Searching 99
Set DND 48
Set DND button 48
Set forward 48
Setting Attendant Console properties 11
Setting night mode 2
Setting time and date
network 1
Setup shortcuts 58
Shortcut keys 31, 56
using 56
Shortcut Panels 1-4 68
Shortcuts drop-down menu 56
Shortcuts menu 34, 56
Silent message 93
Software
installation
error messages 113
Software requirements 4
Software security key 6
Sorting and moving columns 99
Split between the announcement call and transfer party 88
Starting the Attendant Console application 8
Station description 124
Station off-hook alarm 2
Station tab 99
Station username 124
Statistics 76, 127
Status bar 2, 31, 65
System alarms 2
System Hold button 90
System night mode 2
System refresh 10, 39
System requirements 4

T

Tagging calls 84
TCP/IP connections 5, 6
Telephone system 4
data 10
network 4
Time differences 126
Time display
network 1
Toll restrictions 103
Toolbars 63
Tools drop-down menu 69
Transfer tab 14
Transfer type 51
Transferring a call
with hot dialing 87
without hot dialing 88
Transferring calls 85
Transferring to voice mail 86
Troubleshooting 109, 129
Troubleshooting OAI connections 109
Troubleshooting the installation 113

U

Upgrading the Attendant Console software 8
User options 14
User settings 11
User tab 11
Using Attendant Console 29

V

VGA 4
Video card 4
View drop-down menu 63
View menu 34
    shortcut panels 56
Voice mail
    group lists 2
    mailbox maintenance 2
Volume 125
Volume bar 31
Volume drop-down menu 55
Volume menu 34

W

Warnings tab 24
Welcome 1
Window tabs 31

Part No. 835.2270
Issue 3.0, May 2005